

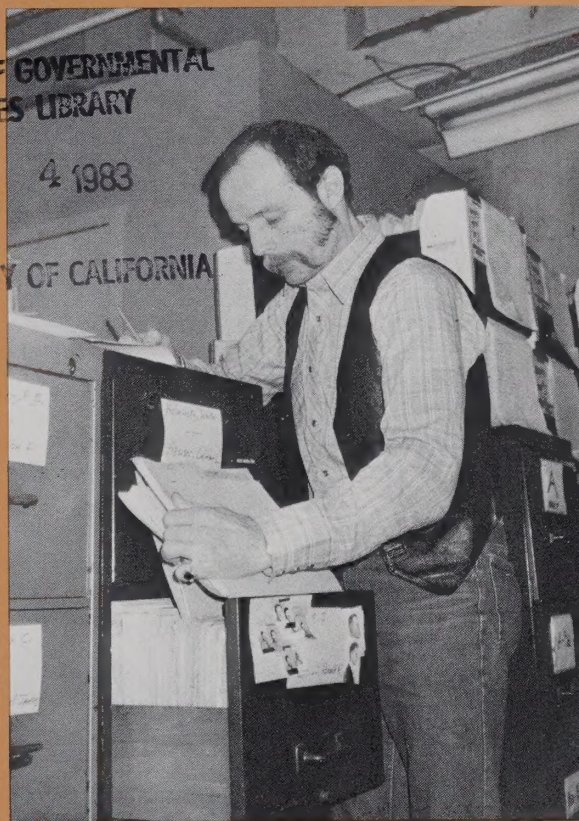
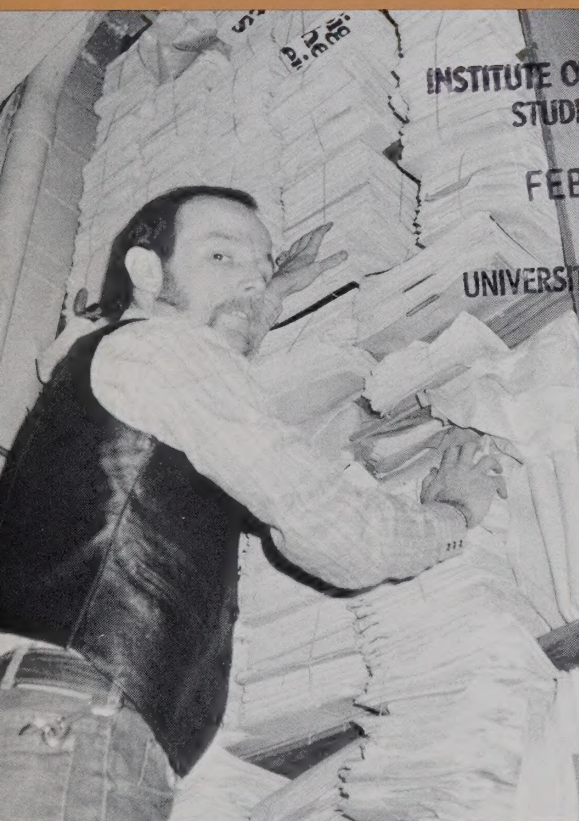
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January, 1983

Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



Old transit records yield historic sidelights



Our 'Stockholders' Write



This week I was on the 51A-Alameda bus and during the ride up University Avenue some rather loud students got on the bus. They were smoking and swearing rather loudly. The bus driver (*Peter Lemos*) immediately stopped the bus, got out of his seat, walked to the back of the bus and very firmly told the offending student to remove himself from the bus. The student, needless to say, gave him quite a bit of verbal abuse in return. The driver maintained his dignity and again told him to remove himself or he would call a policeman immediately. The student then left the bus. The trip proceeded on up University without any further problems, and the driver was pleasant to all that got on his bus.

When I see someone take the time out to take care of an offensive situation and still maintain his pleasantness to all others in the bus, I feel that it deserves the time and effort to let you know.

Irena A. Cimmaron
Berkeley

The holidays provide a harvest of lost-item incidents. One such, complete with a happy ending that leaves a particularly pleasant post-holiday glow, involves a lost calculator with both sentimental and very practical value. Its return prompted a commendatory letter and gift to Driver *A. S. Norris*, saying, in part, "thank you for returning my son's calculator... it was his high school graduation present, plus he really needs it for his classes."

I want to call your attention to the subject — *A. D. Morrow* — as an outstanding representative of AC Transit.

As I walked across Coolidge Avenue, I saw the bus coming and knew I couldn't make it, because, at 80, speed is impossible and there were no passengers at the bus stop. But, lo and behold, the bus stopped and waited. So I tried to speed up, but, at 80, speeding up means staggering a little faster and possibly breaking one's neck by falling. But Mr. Morrow patiently waited for me.

Thank you to a man I respect very much.

Thomas H. Pritchard
Oakland

* * *

I have never felt compelled to write to you before. That is, until one bus driver known to many as "Papa Joe" retired (*Joe N. Alder*).

During the number of years that I've known him on Line 65, he was polite, courteous and friendly. In my opinion and the opinion of the other regular riders, he followed all the AC Transit rules set forth for the driver, without ever being rude.

I am sure that you receive a number of complaints about bus drivers, but the pre-training that he received really paid off in making him a terrific driver. I and the other regular riders do miss him, and we hope for the best for him in his retirement.

William Ellington
Berkeley



1983 BOARD — New Director Linda Shepard and re-electees Roy Nakadegawa, William Betten-court and John McDonnell are sworn-in by Judge James S. White. Other Directors present for the ceremony were (far left) William Berk, Michael Fajans, and Ray Rinehart. In other business during the year's first meeting, Fajans became Board President; Rinehart, Vice-President.

Board members elect 1983 officers

Michael H. Fajans, an urban planning consultant who lives in Berkeley, is the new President of AC Transit's Board of Directors. He was elected by fellow board members at the first meeting of the year on January 12.

Fajans became a Ward I Director in 1979 and served as Vice-President of the District's policy-making body in 1982. He succeeds Jean A. Holmes, a Fremont businesswoman, who chose not to seek re-election in the November balloting which determined four seats on the Board. His credentials include a Master's Degree in City Planning from the University of California, Berkeley.

Sworn-in as Vice-President for 1983 was Director-At-Large Ray Rinehart. An Oakland CPA, Rinehart has been a member of the Board since 1963 and has twice served as its President.

As Board officers, Fajans and Rinehart will serve one-year terms.

Taking her seat on the Board was Linda Shepard, Fremont, elected in November to the Ward V seat previously held by Jean Holmes. She and re-electees John

McDonnell, Ward III; William J. Betten-court, Ward IV; and Roy Nakadegawa, Director-At-Large, were sworn-in by Oakland-Piedmont-Emeryville Municipal Court Judge James S. White. Ballot-ing for Board officers followed the swear-ing-in ceremonies.



President Michael Fajans, Vice-Presi-dent Ray Rinehart (above, left and right); Director Linda Shepard, new Board member.

Committee's aim is service with economy

A simple, one-line notation included in a suggestion submitted by Road Supervisors *Loretta Brown* and *Andrew Lemons* late last year said a great deal to AC Transit:

"A Line 7 trip is not needed."

The two supervisors suggested switching one bus from a Line 7 tripper to run a Line 69A trip instead. And in evaluating the suggested change, it quickly became apparent that two significant results could be achieved: a service improvement on Line 69 and a reduction in operating costs.

Last December, that suggestion came through channels to the Schedule Evaluation and Coordination Committee (SECC), the weekly session where District departments regularly review and evaluate all proposals for service adjustments. By early January, the proposal had been evaluated and found to be practical and productive — and it was implemented.

"It may not sound like much of a change," says SECC Chairman *Robert J. Shamoon*, "but it reduced our peak-hour equipment requirement by one bus —

and that means we reduced our operating costs."

Trimming of operating expenses has been a top-priority activity at AC Transit for several years. In the best of times, prudent business management requires economizing; and since passage of Proposition 13 — California's Property Tax Initiative — cost-cutting has become a matter of survival for the District.

The SECC will continue striving to bring schedules and service in line with a limited operating budget, Shamoon notes. But, he added, the SECC and, indeed, the District needs the assistance of all employees to achieve maximum positive results.

"The people who are real experts in the details of our operation are out there on the streets and working in the Divisions," Shamoon says.

"They know the places where productivity improvements can be made — they know the things that can be changed, the methods that can be improved to enable the District to do a better job at a lesser cost."

New governor's proposed budget foreshadows funding cuts

Gov. George Deukmejian's proposed State budget could mean a loss of as much as \$1 million in financial aid to AC Transit.

General Manager *Robert E. Nisbet* and Assistant General Manager for Finance *Nat Gage* outlined anticipated results of reduced funding from Sacramento at the year's first meeting of the Board of Directors on January 12.

Cuts from Sacramento, combined with other reduced funding, could result in a cumulative loss of "between four and five million dollars," Gage told the District's policy makers.

Gage said the System already faces reduced monies because of federal cuts, less revenue from sales and property tax,

and reduced ridership — the latter attributed to uneasy economic conditions. He pointed out that loss of local funding has a compounding effect because it represents matching money needed to secure federal assistance.

"It is too early to assess the impact as it applies to possible fare increases or service reductions," Gage said of the funding cuts.

Nisbet told the Board that Deukmejian's plan called for "a cut of \$28 million from the State Transit Assistance fund of \$103 million, a reduction of 27 percent."

He noted that AC Transit, like other public transit systems throughout the state, could expect to receive proportionately less than previously expected.



Safety milestone

SAFE DRIVER—Louis Jones accepts 25-Year-Safe-Driving Award from General Manager Robert E. Nisbet. A driver at Seminary Division, Jones says his success behind the wheel can be attributed to “leaving your personal problems at home and having some luck,” as well as being sure you “aren’t out there with a chip on your shoulder.” Jones is the 43rd AC Transit driver to achieve the two-and-a-half decades of safe driving. It is estimated he has carried some two million passengers. He first qualified for operator on April 16, 1953.

Retirement round-up

- **Robert H. Barnhill**, Driver, Richmond Division, 20 years.
- **Avonne Bradshaw**, Personnel Analyst, General Office, 28 years.
- **Wilber S. Campbell**, Driver, Richmond Division, 20 years.
- **Alonza Dickerson**, Driver, Seminary Division, 22 years.
- **Celso Dominguez**, Driver, Seminary Division, 26 years.
- **Virgil Y. Greathouse**, Driver, Seminary Division, 18 years.
- **James Hilliard**, Driver, Richmond Division, 12 years.
- **Donald B. Linde**, Driver, Newark Division, 19 years.
- **William J. Santos**, Bodyman AA, Seminary Division, 41 years.
- **Maxine H. Staats**, Finance, General Office, 36 years.
- **Walter Teuber**, Driver, Seminary Division, 15 years.
- **Roy A. Wall**, Driver, Emeryville Division, 20 years.

Toy collection rings bell

AC Transit’s first toy drive, conducted as part of the year-end holiday season, resulted in more than 300 new and used toys being deposited by employees in donation barrels placed at each of the District’s four divisions and at the General Offices.

The toys were distributed to needy children throughout AC Transit’s service area. The holiday collection, a project of the Personnel Department, is expected to become an annual event.

It’s a surprise



Retired Key System motorman dies

Bert L. Wheable, 82, a retired driver, died November 26 in Lodi. He is survived by a son, Bert.

Wheable served on Key System trains, streetcars, and buses, retiring in 1965 after 21 years of service.

SURPRISE PARTY—William “Bill” Santos was guest of honor at a special celebration marking his 41 years as a maintenance worker. Held at Seminary Division, co-workers hosted the luncheon in recognition of his outstanding contribution to AC Transit and its predecessor organization. Santos will officially retire in February.

Transit Time-Capsule



Past-records search
Produces side-lights
On old-time transit

Today's seemingly prosaic memo or record may become fodder for tomorrow's seeker of sidelights into the yesterdays of East Bay transportation. That's one lesson being learned in a current project of the Personnel Department involving the clutter of stored records in the basement of AC Transit headquarters in Oakland's Latham Square Building.

Since October, *Don Morrell*, a 10-year veteran of the District, has been combing the old files, many of which were inherited from AC Transit's pre-1960 predecessors — organizations dating back to the early years of this century. It's a project with a pragmatic aim — extracting any data still relevant to today's personnel needs — but the process also has turned up an interesting trove of materials, offering glimpses of by-gone days in transportation.

Today's drivers, for instance, routinely battle heavy traffic, but their early-day counterparts often found themselves facing close encounters of the four-legged kind! The ink-faded old accident record cards are replete with matter-of-fact notations pointing up the hazards of operating rail-stock on streets still shared with horses and cows. The following are typical confrontations between public vehicles and beasts as reported in the 1910-1911 period: "man riding horse

ran into car"... "stray cow ran directly head-on into car"... "2 men in rig, both drunk, pulled horse directly in front of car"... "car 216 struck horse at 16th Street between Brush and West".

Patron relations, in those days just as in these, routinely required alertness and diplomacy, both of which appear to have been exhibited by the employee who wrote this 1936 incident report: "1:30 a.m. — drunken woman walking between the tracks. To get her out of danger, pulled her forwards and pointed the way to 34th St. to her."

In spite of hazards — animal, human, mechanical, health — instances of impressive service longevity show up in these records. In 1942, a Frank Alfred Brown, then aged 68, retired as Foreman of the Electric Department, Emeryville Shops, after 51 years and 3 months of service!

Others, of course, proved less faithful. Firings and resignations often followed a history of such infractions as "chewing tobacco", "talking too much", "shaking dice", "going in saloon" or "patronising Lombardi's pool room".

When the ink was fresh on these old documents, it was recognized that people were the prime factor in operating effective service. That's one thing that hasn't changed.

THE COVER — There's dust, gloom, clutter, and eye-straining notations to decipher on sometimes yellowed and flimsy old records, but there's a project going on in the basement of AC Transit headquarters in the Latham Square Building, and Don Morrell prefers to focus on the more positive aspect: getting a rare glimpse of day-to-day transit operations in the early part of this waning century. While attending to the very practical task of weeding relevant records from the mass, Morrell keeps an eye out for the stray scrap of memo or file notation or incident report that provides an amusing/poignant/human sidelight to East Bay transit operations in the period, for instance, of the bottom photo (Oakland's 12th and Broadway some six decades ago). Earliest records unearthed so far date from the first decade of this century.

New Employees

AC Transit
welcomes these
new workers



Luis Castellanos
Transportation
Emeryville



Cessie Jackson
Transportation
Emeryville



Ruby Jones
Transportation
Newark



Valorie Jones
Transportation
Emeryville



Enrique Madrigal
Transportation
Newark



Carrie McGehee
Transportation
Seminary



Maurice Miranda
Transportation
Emeryville



Carolyn Sanford
Transportation
Emeryville



Jay Thornton
Transportation
Seminary



Regina Watson
Transportation
Emeryville

Staffing notes: Promotion, 2 additions announced



Lorrie Gonzales



Sylvia Huang



Marit Roman

Lorrie Gonzales, promoted to cashier, Treasury, from senior customer service clerk, joined AC Transit in 1964 as PBX operator. She lives in San Pablo.

Sylvia Huang, new programmer analyst in Data Processing, completed work last spring for the Master's in Computer Science from Illinois Institute of Technology.

Marit Roman, new Worker's Compensation Supervisor, previously was with Mission Insurance Co., San Francisco. She lives in Marin.

K. F. Hensel, former GM, dies

Kenneth F. Hensel, AC Transit's General Manager from 1962 until retirement in 1967, died last month in Arizona. Hensel, who is survived by wife Dorothy, served 37 years in transportation, joining AC Transit in 1960 and becoming chief administrative officer after the death of John R. Worthington, the District's first general manager.



Actions of the Board

At a regular meeting December 8, the Board of Directors:

- Adopted resolution honoring Driver William R. Benedict for exemplary behavior in responding to an onboard medical emergency, on motion of Director Fajans.

- Adopted resolution declaring results of November 2, 1982, election to select Directors for Wards III, IV, and V and a Director-At-Large, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting December 22, the Board of Directors:

- Adopted resolutions authorizing filing of capital improvement grant application for retrofitting brake retarders on coaches and filing of two grant amendments; scheduled public hearing on these applications for January 26, on motion of Director Fajans.

- Established formulae for contributions to union/non-union pension plans and approved revamped procedures for sale of District buses and vehicles declared surplus, on motion of Director Rinehart.

- Adopted resolution authorizing

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BOARD OF DIRECTORS

MICHAEL H. FAJANS	President
Ward I	
RAY RINEHART	Vice President
Director at Large	
ROY NAKADEGAWA	Director at Large
WILLIAM E. BERK	Ward II
JOHN McDONNELL	Ward III
WILLIAM J. BETTENCOURT	Ward IV
LINDA SHEPARD	Ward V

MANAGEMENT

Robert E. Nisbet	General Manager
Lawrence A. Rosenberg	Assistant General Manager for Administration and District Secretary
Robert J. Shamoon	Assistant General Manager for Operations
Nathaniel A. Gage	Assistant General Manager for Finance
Richard W. Meier	Attorney for the District
Glenn R. Andrade	Purchases and Stores Manager
Loren A. Ball	Transportation Manager
Gregory L. Ford	Administrative Projects Manager
Richard A. Fratus	Controller
Ozro D. Gould	Risk Manager
Donald S. Larson	Research and Planning Manager
Jim Lowe	Information Systems Director
Mike Mills	Marketing Manager
Warren E. Robinson	Transportation Engineer
John W. Rose, Jr.	Affirmative Action Coordinator

9

purchase of Downtown Oakland building site for new General Offices, on motion of Director Fajans.

- Authorized General Manager to advertise and seek proposals for signage and information projects planned for Transbay Terminal, on motion of Director Nakadegawa.

AC Transit

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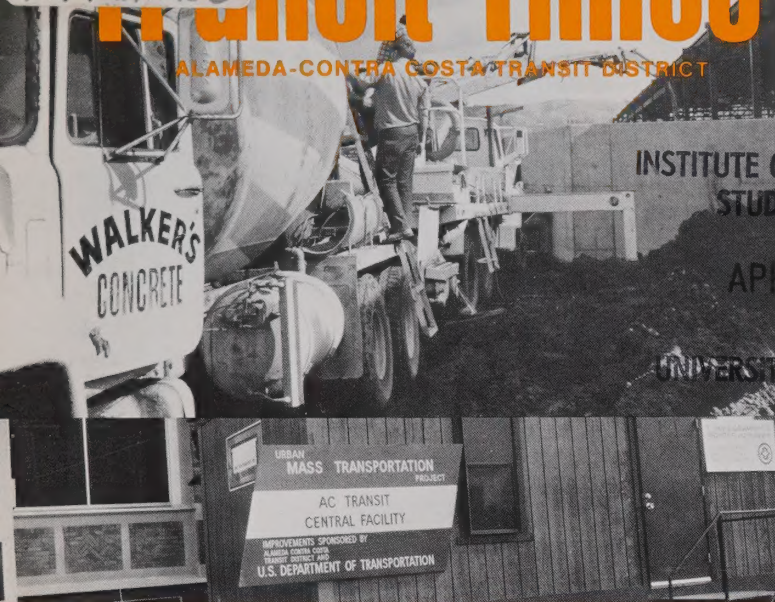
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Feb.-Mar. 1983

Transit-Times



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



URBAN
MASS TRANSPORTATION
PROJECT
AC TRANSIT
CENTRAL FACILITY
IMPROVEMENTS SPONSORED BY
ALAMEDA-CONTRA COSTA
TRANSIT DISTRICT AND
U.S. DEPARTMENT OF TRANSPORTATION

Central Maintenance/Stores site: Construction project progresses



Our 'Stockholders' Write



I am one of your faithful bus riders and take the 33 and 51 to work every day from Albany to the UC campus. The purpose of my letter is to commend one of your drivers (*Robert L. Edwards*).

Mr. Edwards is always on time but most importantly, he is always courteous, warm, and helpful to me and the other passengers. On the days I'm a little late, he spots me running up the street, all out of breath, and patiently waits for me.

Personally, I enjoy riding the bus. It is much more interesting than driving, and cheaper too. But having a driver like Mr. Edwards makes it a pleasure; he has my vote for one of the best people you have.

Margaret Vogt
Albany

* * *

Just to let you know that we appreciate (and use!) the new bus stop at Hill Road and Grizzly Peak.

Many thanks.

Juanita Neilands
Berkeley

* * *

I've been over a 20-year rider from Piedmont to the city and return — every day, local or express. They are both good! Just wanted to comment on your driver — *Simeon Lewis, Jr.* What a thoroughly nice person! He is so cordial and polite to everyone, and besides that, a very smooth and excellent driver.

He is a great credit to your outstanding operation.

Scott Cauchois
Piedmont

My thanks to the driver (*S. A. Thomas, Jr.*) of Coach 952, eastbound 57, January 11, 1983, who enforced the NO SMOKING (rule).

M. Arighi
Oakland

* * *

I have two complaints with your newest buses. First, air. Opening the overhead transom windows produces a wind-tunnel effect. Which means that ventilating the bus or getting a little fresh air entails blasting oneself and others with a jet of wind. Sealing the windows will not solve the problem; rather, it will simply create an equally critical problem of airlessness.

Second, visibility. The dark windows make street signs and landmarks hard to see at night. Riders unfamiliar with a bus route are placed at an obvious disadvantage.

Bonnie Baskin
Berkeley

(Ed. Note: It has been our experience that the passenger absorbs much more direct air with sliding windows than with transom windows, except those times when both the overhead vent and transoms are open. Should this condition arise, a request to the driver to close the overhead vent is suggested. The dark windows on the advanced design Gillig bus are meant to serve both passenger comfort and aesthetics. However, passenger input such as yours has prompted us to specify lighter windows on new orders. Also, as conditions allow, we will be replacing darker windows with lighter ones in the present fleet.)

Report gives glum funding forecast

The cut-back in Federal operating assistance proposed by the Reagan Administration could result in a substantial reduction in AC Transit service, according to a report prepared for the District's Board of Directors in early March. The financial assessment foresees a six percent cut in bus service — with additional reductions in the following fiscal years — if the Administration's effort to phase-out Federal operating assistance is carried out.

AC Transit has been particularly dependent on assistance from Federal and State sources since 1978 and passage of Proposition 13 — the Jarvis-Gann Property Tax Initiative — which severely limited the District's local property tax support. Among Bay region operators, AC Transit was the most severely affected by that proposition; and, according to *Nat Gage*, assistant general manager for finance, the District would be the most severely impacted by the Administration's current budget proposals.

Dollar sources

At present, AC Transit depends on allocations of Federal and regional funds to cover approximately 55 percent of the operating budget, Gage says. Today, property taxes comprise less than 15 percent of the budget — compared with a level of support closer to 40 percent prior to Proposition 13.

To cope with the shifts in funding sources, accompanied by the rising costs experienced by all areas of the economy, the District has undertaken rigorous internal economies. In mid-1982, a reduction in force became necessary. District management and the Board of Directors also have sought out other measures aimed at improving the cloudy financial picture — including some rather creative financing options. One such move was to capitalize on provisions of the Economic Recovery Act of 1981 by entering into an agreement with an Ohio firm to exchange depreciation rights on

new buses for cash in the amount of more than \$700,000. This went toward operating expenses.

Dollar savings

Given the challenges posed by continuing erosion of Federal and State assistance, and despite high rates of inflation which have increased the cost of doing business, AC Transit has been reasonably successful in holding operating costs down — particularly in comparison to other systems of similar size. For instance, the District's average net cost per passenger was 66 cents as of 1980, while the national average was 84 cents. And AC Transit's \$2.30 cost per vehicle-mile compares well with a national average of \$2.95.

Since the farebox also plays a sizeable role in funding District operations, Gage notes the significance of AC Transit's recovery of approximately 35 percent of operating costs — well above the national average of 27 percent. The adult rider's individual share of the bus service burden has gone up 140 percent since 1978 as fares rose from 25 to 60 cents. Youth rates rose from 15 cents to 40 cents in the same period, and similar adjustments were made in other categories of fares.

However, the potential factors which the District can control — creative financing measures, farebox levels, and internal economies — simply would not suffice to offset the Reagan Administration's proposals. Gage emphasizes that any service reductions aimed at coping with further reductions in operating budget would have to be designed with great care. Curtailments that would minimize loss in operating revenues would affect most adversely the highly transit-dependent segments of AC Transit's ridership — lower-income workers, the unemployed, youth and senior citizens — for these are the groups least likely to have alternative means of transportation.

Board approves route adjustments

A sweeping set of service adjustments designed to achieve operational and productivity improvements in bus routes in Fremont and Newark gained approval of the Board of Directors in early March.

Elements of the program, which had been the subject of several public hearings and much discussion, included:

- Modification of the routing on lines 16, 19, 20, 22, and 29 to improve travel opportunity throughout the two cities;
- Schedule adjustments, including some curtailment, of relatively lightly-used weekend service on some bus routes;
- And changes in the way routes are 'interlined' as buses travel through BART/Fremont station, thereby making it easier to ride the same bus from one part of town to another without transferring.

The specific proposals were subject of several public forums, including one as early as April of last year. More recently, a refined set of proposed adjustments

went before a public hearing convened by the Board of Directors January 29th. About 150 people turned out for that hearing, and more than one-third of those present addressed the Board on elements of the proposed program.

When voting March 9th on the service adjustment package, Directors voiced strong concerns about the problems raised by some speakers at the earlier hearings — particularly the comments about neighborhood impact of Line 28 and Line 30 buses. Thus, they mandated continued, vigilant enforcement of speed reduction on those bus routes — and all bus routes. The Directors also assured Fremont residents that the search for a practical small bus would continue, with the ultimate aim of employing smaller, quieter vehicles in residential areas.

The entire program of service adjustment and improvement will be implemented in June this year.

Board acts to bring about Election procedures revamp

The Board of Directors hopes to streamline procedures for seeking election to this policy-setting body and to provide an extension of time for filing by candidates when an incumbent does not run. Toward this goal, Directors voted at the January 26 meeting to seek legislation consolidating most provisions of District election procedures in the State's Uniform District Election Law.

The most important change being sought is a five-day extension of the filing deadline in cases where an incumbent fails to file. Many current procedures would remain unchanged, including candidate residency and number of voter signatures on nomination papers.

The Board's hope is to have the streamlined procedures in place by the November, 1984, election.

Buses resume track treks

Horse-racing fans riding AC Transit to Golden Gate Fields are being asked to pony-up more bus fare this year. The fare for East Bay local riders is now \$1 for a one-way trip to the Albany track, while riders boarding in San Francisco for the transbay excursion pay \$2.25 each way. The special bus service began February 8 with the opening of the 100-day racing season.

East Bay racing enthusiasts may board local Line 94-Golden Gate Fields coaches at BART/Berkeley or BART/North Berkeley train stations, or along the route which travels via Center St., Grove St., University Ave., Sacramento St., Delaware St., Virginia St., Sacramento St., Cedar St., San Pablo Ave., and Gilman St. Transbay riders board at the Transbay Transit Terminal, First and Mission Sts.

Track-bound buses begin service approximately two hours before post time. AC Transit Monthly Passes and transfers are not valid on this special service to the Albany course.



Steve Ageno (right), supervisor at Alameda County's Snedigar Cottage — some of whose residents are gathered around the bus (above) — accepts tickets for the youngsters to the first home game of Oakland's new USFL 'Invaders' from Robert J. Shamoon, assistant general manager for operations. The program is described in the boxed item below.

Out to the Ballgame



Youths to get game tickets

Groups of too-often-forgotten East Bay youngsters will be going to football games courtesy of a joint effort on the part of AC Transit and the new United States Football League team, the Oakland Invaders.

"Young people residing in shelters operated by Alameda and Contra Costa Counties will be our guests at the season-opener," Assistant General Manager for Operations Robert J. Shamoon reported to District Directors at the March 9 meeting.

He explained that the System will join the team in hosting groups of up to 50 young people at each Invaders home game. Also, Shamoon noted, AC Transit and the Bay Area's newest pro football team are joining forces in a business sense, too.

This includes the District's plans for not only providing special Line 57 bus service directly to all home games, but for displaying onboard posters (by the transit ad firm, TDI/Winston) announcing the launching of Oakland's own component of the USFL.

Route extension plan links Airport/San Leandro BART

Direct bus service linking San Leandro with the Oakland Airport and Alameda got the green light from the Board of Directors at its February 23 meeting.

The Board's decision was to extend Line 61 — now operating to and from downtown Oakland via Alameda and the Oakland Airport's North Field and Main Terminal — to continue its route via Doolittle Drive and Williams Street to the San Leandro BART station. The change is to be implemented June 6.

"Given the growth of business and light industry in San Leandro and around the airport, there's a need for more transit service along the proposed route extension," noted Director William J. Bettencourt, who represents the San Leandro area.

Though approved as a six-month "trial" extension, the likelihood is, said Bettencourt, "that we'll find we've filled a gap in our existing, extensive network of bus service."

Trips between San Leandro and the airport will take about 10 to 12 minutes.

Farebox farewell



END OF LINE — Time and technology caught up with Farebox 5333 this month as it became the last of its kind to be removed and replaced by a sophisticated new electronic model. Dave Weikel, chief clerk, Newark Division, checks out the Cleveland chrome-plated, non-registering farebox from Coach 322 — the last of 865 to be replaced by Duncan Faretronics model (right). There may be more onboard service for the older fareboxes, however, since they are being offered for sale to transit organizations around the country.

Retirement round-up

- **Joe N. Alder**, Driver, Emeryville Division, 30 years.
- **Duke E. Christian**, Transportation Supervisor, Emeryville Division, 34 years.
- **Worth E. Elliott**, Driver, Seminary Division, 37 years.
- **William T. Gauer**, Superintendent, Richmond Division, 37 years.
- **David F. Lackie**, Driver, Emeryville Division, 29 years.
- **William N. Martin**, Maintenance Foreman, Richmond Division, 37 years.
- **Charles L. McAdams**, Driver, Seminary Division, 37 years.
- **Jacob A. Sneed**, Driver, Emeryville Division, 30 years.

Past-year safety stats shine

During the last fiscal year, AC Transit drivers logged more than 32 million miles of on-the-road service. In that same period, 1,030 driver awards were issued, noting a year of accident-free coach operation.

THE COVER — Work on AC Transit's Central Maintenance and Stores Facility in East Oakland is ahead of schedule with the pouring of cement slabs at the end of February. Part of the District's \$75 million facilities improvement program scheduled over the next three years, the Central Maintenance and Stores project is expected to be completed in the Fall of 1984, assuming continuance of anticipated funding.

Death takes two transit veterans

Guy R. Foster, 56, a retired Emeryville Division driver, died February 4 at his home in Oakland. Before closing-out his transit career in 1981, he had completed 21 years of service.

Foster is survived by his widow, Kwi Jo.

Charles Pehrson, 89, who retired from AC Transit's predecessor organization in 1959 following 37 years of service, died December 22 in Alamo. Prior to retirement, he had been a driver at Seminary Division.

Pehrson's home was in Alamo, and he is survived by two daughters, Roberta Blendow and Mrs. E. W. Broyles.

Coaches acquitted of damaging homes

Does bus traffic on lightly-built residential streets cause adverse structural effects to homes?

That's the question posed by a few residents in a suburban section of AC Transit's service area; and the District joined the City of Fremont in funding an independent study to provide a definitive answer. The study revealed that the effects of traffic — including bus traffic — are far below a level at which structural damage might result.

The written report states, "The strongest vibrations we measured were from the activities of the people living in the house." And in an oral presentation to District Directors, the consultant said

the highest single reading of structural vibration resulted when the front door of one home was slammed shut.

In tests conducted last December, with experts from Earth Systems Consultants of Palo Alto monitoring sensitive test equipment, 40- and 35-foot standard city coaches were driven past the residences from which complaints initially came. A 25-foot 'mini-coach' also was tested, as was a loaded truck and a motorcycle.

The homeowners complained of bus-related structural damage to their residences. The study said it would take more than 10 times the effect of any of the buses tested, passing by a home, to cause such damage.

Actions of the Board *(Continued from back cover)*

At a regular meeting February 9, the Board of Directors:

- Authorized travel to attend workshop, "Labor Relations in the Transit Industry" and travel to attend "Bus System Safety Seminar", on motion of Director Nakadegawa.

- Authorized General Manager to advertise and seek bids for purchase of brake retarder assemblies, on motion of Director Nakadegawa.

- Authorized travel of Board members and staff to attend APTA Legislative Conference and APTA Western Conference, on motions of Director Bettencourt.

- Authorized General Manager to negotiate financial terms relating to the services of the District's Legislative Representative, on motion of Director Bettencourt.

- Adopted resolution authorizing filing of federal capital improvement grants, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting February 23, the Board of Directors:

- Authorized General Manager to negotiate and award contract to Foster/Warren and Associates for final design for reconstruction of Emeryville Division, on motion of Director Bettencourt.

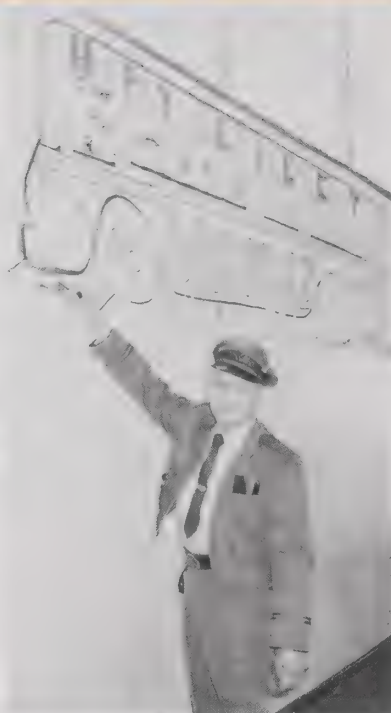
- Approved implementation for six-month trial period of San Leandro/Oakland Airport/Alameda service, beginning June 6, 1983, on motion of Director Nakadegawa (see story, pg. 5).

- Adopted specific proposed elements of the District's ongoing organizational realignment project, on motion of Director Bettencourt.

FOCUS: Transit People and Projects



COUNTDOWN — Operator Celso Dominguez (right) marks off his last trip on the O Line. Family, friends and passengers posted the sign on his last day of work after 26 years of service behind the wheel. A retiree after 28 years, Avonne Bradshaw (above) received congratulations and her pin from Richard Meier, Attorney for the District, at a farewell gathering. A personnel analyst, Avonne had been on assignment in Legal Department for an extended period.



SAFETY VALVES — AC Transit has "the lead" both as co-producer and performer in a movie for training drivers in conflict resolution and security. The film, being made by Dave Parker Productions of San Francisco, uses dramatized situations to serve as guidelines to drivers in responding effectively and professionally when faced with potentially dangerous on-the-job situations. The film began production in January, funded through a grant from the Metropolitan Transportation Commission. Co-producers with AC Transit are Santa Clara County Transit District, SamTrans, Golden Gate Transit, and San Francisco Municipal Railway.

FOCUS: Transit People and Projects



NEW YEAR RETIREE — When William T. "Bill" Gauer superintendent, Richmond Division, ended his transit career on the first day of 1983, he had completed more than 37 years of service to AC Transit and its predecessors. Sharing the congratulations offered him during a January 28 retirement party was Reba Gauer, whose 38 years of transit employment give the married couple a total of three-quarters-of-a-century of service to East Bay riders.



Then and Now: Maxine Staats (above, far left) in late-1940's celebratory group and (seated, left photo) upon retirement after 36 years.

FRIENDLY FAREWELL — Surprises galore awaited Maxine Staats at a retirement celebration attended by fellow workers in Finance and well-wishers from other departments. These included cake, corsage, and a color TV. Most unusual farewell gift, however, was her comptometer, transformed from business machine to bronzed objet d'art.

Transit Time-Capsule

1926 letter describes
One transit veteran's
Span in 'railroad game'

Deciding to commit to paper "a synopsis of my work in street car and railway services for the last 31 years", W.C. Bramstedt, then Night Foreman of the Mechanical Department, Central District, Key System Transit Company, wrote this career account, dated November 4, 1926 — the era of the photo below, taken on Broadway in Oakland.

I started work in the railroad game with the San Mateo Electric Lines of San Francisco. I might mention that this was one of the first electric lines to be operated in this city of San Francisco in the year of 1895. At this time I was 20 years of age.

This car house was located at Sunnyside, where we housed 15 single truck and 15 double truck cars of the California type. My service with this company was for a period of 5 years, when they sold out and went to San Diego.

I was then forced to take a new position with the Southern Pacific Company in their West Oakland yards; however, I did not leave the railroad game and found steady employment with this company as a hand in the repair shops. I started in 1900 and remained with this company for a period of 2 years, and in 1902 I resigned my position and took up the railroad game again with the Key System Transit Company (it was then known as the Oakland Traction Company).

My first occupation with this company was as repairman under Mr. George Spink, master mechanic at the Piedmont shops. Shortly after, I was shifted to the

machine shop under Foreman Mr. George St. Pierre, who was later promoted to a higher station. Owing to the remarkable expansion of the company and success, they found it necessary to increase the number of cars, and then I was sent to the Alameda car house in the capacity of night foreman.

With the steady growth of business we now had at this barn 44 narrow gauge cars of various types. Here I remained until 1906 when expansion required my transfer to the Central Car House, where I have worked for 20 years and 7 months under the supervision of Mr. W.P. Jackson, now Superintendent of Equipment.

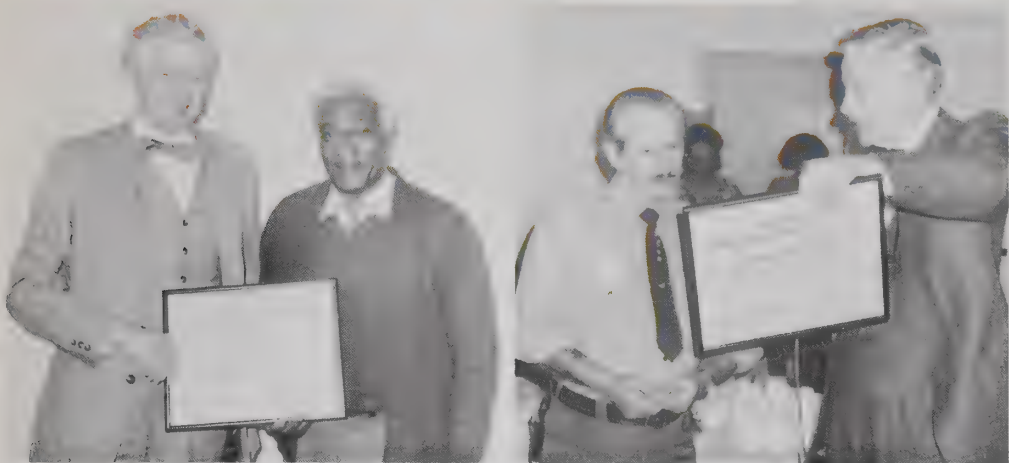
I have noted the remarkable growth of this company in the past 20 years and see in the near future a great and unlimited field for expansion. At the present we have about 155 cars at this barn, an absolute proof that this company stands unquestionably the most efficient railway company in the west.

It is my desire to remain an employee of this cooperative and congenial company for another 20 years if I am spared to do so.



Drivers honored

Three others qualify for 25-year safe driving circle



FIFTY-YEAR FEAT — General Manager Robert E. Nisbet last month congratulated two veteran AC Transit drivers for achieving 25 years of safe driving. Benjamin F. Sillman (right) said he attributed his quarter-century achievement to "liking people and hoping they like me." Also, he remarked, "When you take a job at AC Transit, you take the responsibility of carrying your passengers safely." A Seminary Division driver, Sillman qualified for operator November 1, 1950. He and wife Margaret have four children and four grandchildren. At his presentation, Lawrence Brady (left), of Emeryville Division, the 45th recipient of the quarter-century award, offered this advice on achieving a solid safe-driving record: "You should be sure you play mostly defense, and very little offense." Brady, who qualified as a driver March 11, 1953, advised also, "Be sure to try to leave yourself a way out." He and wife Delores have two children and four grandchildren. In summing up the pair's accomplishments, Nisbet said that both drivers deserve "the thanks and highest commendations of the District."



SAFE DRIVING MILESTONE — Operator James C. Polk (left) receives congratulations from Robert J. Shamoon, assistant general manager for operations, for achieving the 25-year safe driving mark. He is the District's 46th recipient of the award. Polk, of Seminary Division, qualified for driver on March 12, 1954. His advice to fellow drivers on how to reach this safe driving milestone: "Pay attention. If you don't watch what you're doing, you can get into a lot of trouble in a real hurry. Be alert at all times."



Actions of the Board

At a regular meeting January 12, the Board of Directors:

- Elected Michael H. Fajans President and Ray Rinehart Vice-President for 1983.
- Referred proposals for furnishing 134 diesel buses to staff for evaluation relative to life-cycle costs and per-unit acquisition costs, on motion of Director Nakadegawa.
- Approved implementation of Line 52 service, Cedar Street, Berkeley, beginning March 6, 1983, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting January 26, the Board of Directors:

- Convened public hearing on grant application to finance retrofitting 325 buses with brake retarders, and on filing of two amendments to existing grants.
- Authorized travel of two Board members to attend APTA 1983 Management Seminar in San Diego February 13-15, on motion of Director Bettencourt.
- Approved introduction of legislation to amend Transit District Law in connection with procedures for election of Directors, on motion of Director Shepard (see story, pg 4).
- Adopted Conflict of Interest Code amendments to be submitted to Fair Po-

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LINDA SHEPARD	Ward V

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Lawrence A. Rosenberg	Assistant General Manager for Administration and District Secretary
Robert J. Shamoon	Assistant General Manager for Operations
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John W. Rose, Jr.	Affirmative Action Coordinator

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litical Practices Commission, on motion of Director Shepard.

- Approved implementation of realigned service on Line 12/12C beginning March 6, 1983; established one-way fare of \$1 for special service between downtown Berkeley and Golden Gate Fields via Line 94, on motion of Director Nakadegawa.

(Continued on Page 7)

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MAY 25 1983

UNIVERSITY OF CALIFORNIA

Double-deck bus
Gets road tests

Our 'Stockholders' Write



I wish to commend Driver *Earline Miles* for her recent efforts on the 70 bus. I, a wheelchair patron, tried to get on the 70, southbound, at Contra Costa Community College in San Pablo. The lift and wheelchair placement seats did not work properly, and the driver spent 16 minutes of her schedule to get me aboard.

She did not become flustered or let the other passengers get anxious. She encouraged all to wait and to help me to board the bus. She handled everyone with the utmost diplomacy.

Anne Kesti
Pinole

* * *

I've had the pleasure of meeting and riding with an AC Transit bus driver by the name of *Howard Biggs*. He drives the 57 Line through Oakland Coliseum BART weekday mornings.

Howard is always courteous, consistently careful behind the wheel, and regularly on time. It's obvious he enjoys his work and doesn't mind passing that good attitude on to others.

Ken Boone
Oakland

* * *

I left my purse on the FX bus from San Francisco to my home in Berkeley, arriving at Sutter at approximately 7 p.m. By 8:30 or so your bus driver (*Robert Seay*) called my home to tell me it was found! I want to have this appreciation as part of this fine man's record.

Belle Rainer
Berkeley

One day last week I boarded a bus driven by *L. E. Young*. At my stop, which was near the end of the line, I found that I was without my purse. I told the driver where I had left it on a bench. He took his last passenger to her destination and turned around and went back. The purse was not on the bench, so back we went and he started his run again.

This meant that he lost his rest-time at the end of the line.

I am very grateful for this evidence of good will and would like to have some note of it made in his record.

P.S. Another kind man found the purse (and) returned it to me!

Catherine Parkinson
El Cerrito

* * *

I am the one that threw oranges at your buses and I apologize for my actions because I know that they were wrong and I know I could have caused a accident or broke a window or gave a elderly person a heart attack and they could have even died, so I am sorry for my action because if I did hurt anyone I would feel bad and probably go to juvenile hall. So I am sorry and that's why I write this letter to you and I hope you will forgive me but I know it's going to be hard.

Shawn
Concord

* * *

I find Mr. *Albert L. McClain* an excellent bus driver.

Lydia L. Word
Oakland

Fleet additions

MAY 25 1983

Board gives big bus order to Gillig

UNIVERSITY OF CALIFORNIA

AC Transit's Board of Directors voted at its March 23 meeting to award a \$20 million bus building contract to Gillig Corporation, of Hayward, the builders of new coaches now being incorporated into the District fleet.

The new contract calls for approximately 134 buses to be delivered to the District beginning later this year. AC Transit presently is receiving the last of 141 coaches ordered under a contract awarded to Gillig in 1982.

The Board's decision is expected to continue a relationship which, under the 1982 contract award, proved to be a boon to AC Transit and to the East Bay community. Not only did the current bus building program allow District personnel to closely monitor assembly line activity here in Hayward, it also provided several hundred jobs during a severe recession period.

Studying bids

For weeks before the Board meeting, Directors and District staff had been studying the differences between a seemingly low bid from Flyer Industries of Manitoba, Canada, and what initially appeared to be a second-place bid submitted by Gillig Corporation, both received in December, 1982.

After careful examination of the two submittals, *Richard W. Meier*, the Attorney for the District, recommended the Gillig proposal, because, he said, Flyer Industries violated AC Transit's bid specifications by bringing in additional principal suppliers, particularly a Minnesota firm which is not a major bus manufacturer — as is required by the District.

According to the attorney, this addition of new principals in the Canadian-based company's bid had not been negotiated with and agreed to by the District, and therefore the Flyer Industries

bid is not responsive to AC Transit's original bid proposal.

Gillig submittal

That state of affairs made Gillig's submittal — at \$144,512 per coach — the responsive low bid for the contract, Meier said.

The attorney also advised the Board that there is a question as to whether Flyer's bid proposal meets federal "Buy American" requirements, which state that a majority of the bus components must be from the United States, and a meaningful level of manufacture must take place in this country. This question, according to Meier, is being addressed by the Urban Mass Transportation Administration (UMTA).

Under the circumstances, he told the Directors, the consummation of the contract will require federal UMTA concurrence with the Board's decision to award it to the local East Bay bus builder.

THE COVER — This prototype Neoplan double-deck bus, big brother to standard 40-foot coaches now in District service, was on loan to AC Transit for road-testing in April. While the double-decker is only 40' long, it stands taller — at 13' 6" — than any other bus in the District fleet. The prototype's internal configuration — a layout designed for long-distance touring service — includes 73 seats, with 53 of them on the upper level. When built for public transit use, the double-decker accommodates more than 80 seated passengers. Riders, as well as District personnel, were scheduled to assess the bus, which Neoplan thoughtfully fitted out with the AC Transit identity and color scheme.

Planners advised to “think transit”

Two new handbooks adopted by the Board of Directors late last month are designed to assist those planning tomorrow's urban developments in including an effective public transportation element very early in their projects.

The “Guide for Including Public Transit in Land Use Planning” describes ways to design new subdivisions or major facilities or to redevelop existing communities along lines that encourage, rather than inhibit, public transportation. To city planners and those who establish planning and land-use policies, the guide suggests that transit and transportation-related factors be a key element in all stages of the planning and decision-making process.

For example, the publication urges developers of large new traffic generators — new subdivisions, large shopping cen-

ters, educational institutions, major transportation terminals, sports facilities and recreational areas — to include in their designs bus turn-outs and off-street transit access for pedestrians. This may seem routine, but the District's experience has been that local land-use planning agencies often do not include a transit element in master designs.

As a result, difficulties can and do arise in implementing bus routes and installing bus stops — a problem evidenced by the complications the District currently faces in several suburban areas where arterials are designed so that buses can't stop along the way; and where, in some places, walls or other obstacles separate streets and the bus stops from adjacent residential areas.

Good pedestrian access to public transit is one major element encouraged by the Land Use Planning Guide. Coupled with this concept is a recommendation that in new subdivisions, industrial parks and redevelopment areas, some number of arterials be built at regular intervals to accommodate not only bus riders, but the buses too. All too often, new streets are not adequate for the movement of larger vehicles, including buses.

The second document — “Transit Facilities Standards Manual” — is a guidebook on design of street-related transit improvements. It is geared primarily for application in areas where new transit services are proposed or where improvements to existing service are necessary.

In this document, engineers, planners, and builders/community-developers are afforded the information necessary to incorporate a transit element in their roadway and development plans. Included are coach characteristics, such as weights, turning radii, and the necessary design elements for lane width, curbside loading zones and intersection geometry.

The guidebooks were developed by the District's Research and Planning Department.

5-Year-Plan to be forum topic

A public meeting to discuss AC Transit's plans for bus service during the next five years has been scheduled by the Board of Directors for Wednesday, April 27, at 7:30 p.m. in the BART Board Room, Oakland.

The forecasts in the District's “Five Year Plan Annual Update for FY 1984-88” are based on evaluations of existing bus service, and are heavily influenced by financial projections for the near future. The document includes a clear outline of actions for the coming fiscal year and more general suggestions of programs for the following four years.

The 200-page report clearly delineates existing bus service, which now encompasses a fleet of some 850 buses operating over approximately 580 square miles of Alameda and Contra Costa Counties. Also included are projections of equipment levels and System needs for future years.

During the pre-hearing weeks, the document has been available for public review and study at a variety of locations within District boundaries.

System gets first gas tax funding

AC Transit has received the first grant awarded in California from federal funds created by the new 5-cent-a-gallon fuel tax which went into effect April 1.

The District's proposal, described by Urban Mass Transportation Administration (UMTA) official Alan Steiner as "an excellent program", will bring in \$12 million for development of a division yard in Hayward and redevelopment of the existing Emeryville yard in connection with a comprehensive plan designed to upgrade and improve AC Transit facilities.

The creation of a major bus yard in Hayward at the site of the old Mack Truck plant off West Winton Ave., will relieve overcrowding at other yards and improve efficiency, according to *Nat Gage*, assistant general manager for finance, who oversees the facilities improvement program. An estimated

work force of approximately 400 drivers, mechanics and training personnel are scheduled to work at the Hayward location.

"This is only part of the plan to improve our facilities and capabilities," Gage said, noting that an additional \$47 million in grant requests have been submitted.

The total renovation plan calls for improvements at AC Transit's present bus yards in Emeryville, Richmond and Oakland, as well as development of the Hayward facility.

The approved \$12 million in federal funds will be matched locally by another \$3 million, Gage said. Actual construction in Hayward is expected to get underway later this Spring with bus operations at the site scheduled to commence in the Fall of 1984.

The way we were... March, 1944

Vignettes of the past, as gleaned from AC Transit historical files and sources.

The following memo was addressed "To All Key System Employees" by President Alfred J. Lundberg on March 16, 1944:

The American Red Cross in 1944 is asking that we all give more. I recently read a letter dated February 15, 1944, written by one of our employees now on leave and who is a lieutenant in the Marines. His outfit had just taken Roi and Namur Islands in the Marshall group. He wrote as follows: "Every night after the first there were such things as tobacco, cigarettes, gum, soap and toothbrushes being given away by the Red Cross. They did a good job."

We now have 328 employees in the armed forces. We can't all go to the battle front — we can send our dollars to swell the Red Cross War Fund...

Milestone moment



SAFETY KUDOS — Linda Shepard, AC Transit Board member, congratulates Benjie Williams on achieving the 25-year safe driving milestone. The 47th District driver to receive the honor, Williams has carried an estimated two million passengers while logging more than one million miles on-the-road during a transit career which began in 1953. As to tips which might be helpful in achieving the quarter-century safety mark, Williams says, "Keep a safe following distance, because it not only helps your driving, it saves your nerves."

Operators Asp and Everson, Three from retiree list die

Harvey A. Asp, 64, an Emeryville Division driver, died March 20 in Albany. He is survived by his widow, Florence.

Asp's period of service to public transit spanned 37 years.

He resided in Albany.

Elmer Frank Everson, 53, a driver at Newark Division, died March 17 in Hayward. He was a 13-year veteran of District transportation service.

Everson, who lived in Hayward, is survived by his sister, Marcella A. Minsterman.

Theodore S. Amongas, 85, who was a supervisor in Transportation Department prior to his retirement in 1960 after 42 years of service to AC Transit's predecessor, died January 1 in Denver.

He is survived by his widow, Cassandra.

Alonza Dickerson, 53, who retired as a Seminary Division driver in 1982 after 22 years of service to public transit, died March 4 in Oakland. He is survived by his widow, Grendetta, and children: Gregory, Gary, Brenda, Sherry and Deborah.

Fred McKee, 70, who retired as a Seminary Division driver in 1974 after 32 years of transit service, died March 20.

He is survived by his widow, Loretta.



Kay Beneziano (Data Processing) is 1983's first winner of Oakland A's tickets in the program to reward exemplary job attendance. Newark Division Driver Jerry Johnson won the second pair of ducats.

Retirement round-up

- R. T. Abraham, Mechanic AA, Building Maintenance, 17 years.
- Theo H. Benjamins, Driver, Emeryville Division, 28 years.
- Andrew J. Foley, Driver, Newark Division, 20 years.
- George P. Nagatkin, Driver, Richmond Division, 15 years.
- George H. Phillips, Driver, Seminary Division, 32 years.

FOCUS: Transit People and Projects



PROMOTING TRANSIT — With very welcome sunshine assuring the presence of strolling crowds around Oakland's City Hall Plaza, April 5's "Transportation Day" offered East Bay citizens both a festival atmosphere and the availability of a wide variety of information on transportation alternatives. Public and private organizations participating were promoting a single concept: more efficient and economical means of mobility — everything from bicycles to buses. Manning AC Transit's display were Billy Bishop and Doyle Dewberry, customer service representatives.





Actions of the Board

At a regular meeting March 9, the Board of Directors:

- Approved support for California SB-33, on motion of Director Rinehart.
- Authorized travel to attend California Trial Lawyers Association Seminar, on motion of Director Bettencourt.
- Approved Fremont-Newark service adjustment package, on motion of Director Nakadegawa.
- Authorized Assistant General Manager for Finance to enter negotiations regarding issuance of tax anticipation notes and authorized travel in line with that purpose, on motion of Director McDonnell.
- Awarded contract for specified services to ATE Management and Service Company, on motion of Director Berk.

* * *

At an adjourned regular meeting March 23, the Board of Directors:

- Awarded contract to Gillig Corporation for furnishing buses, subject to compliance with specifications and bid documents and to approval by UMTA; on motion of Director Rinehart (see story, pg. 3).
- Scheduled public meeting for April 27 to receive comment on Five-Year Plan Update for Fiscal 1984-88, on motion of Director Nakadegawa (see box, pg. 4).
- Approved policy adoption, printing, and distribution of "Guide for Including

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LINDA SHEPARD	Ward V

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Lawrence A. Rosenberg	Assistant General Manager
Robert J. Shamoon	for Administration and District Secretary
Nathaniel A. Gage	Assistant General Manager
Richard W. Meier	for Finance
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9

Public Transit in Land Use Planning" and "Transit Facilities Standards Manual", on motion of Director Nakadegawa (see story, pg. 4).

- Adopted resolutions authorizing filing of claims with Metropolitan Transportation Commission for half-cent sales tax revenues, net toll bridge revenues, Transportation Development Act funds and State Transit Assistance funds for Fiscal 1983-84, on motion of Director McDonnell.

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ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



*California Railway Museum:
Trek into transportation past*

Our 'Stockholders' Write



I thought it an appropriate time to express my sincere appreciation of AC Transit bus services, and particularly that of the #84 and #91 lines in Castro Valley. I must depend on this service frequently for transportation, since I do not drive a car.

I am grateful for the time and effort of those who planned and implemented this service. I would also like to say that I have always been impressed by the courtesy and helpfulness of the majority of the drivers. They have a demanding job requiring patience and concentration. They deserve every bit of affirmation possible.

Sister Edwardine
Sisters of the Holy Family
Castro Valley

* * *

A letter of commendation for Operator Dorsey B. Simmons.

This operator went out of his way to obtain assistance by phone for a handicapped wheelchair patient and assured him help was coming. Also, the driver was more than courteous to his passengers, making sure people who were unsure about destination fully understood directions, even to approaching some of them more than once.

I am a frequent bus rider and I think Operator Dorsey is a distinct asset to the community and to AC Transit. We need more like him.

Alice Marshall
Walnut Creek

I should like to commend you for having such a smooth, careful, and courteous driver as Mr. *Emanuel Johnson*.

I put 60 cents in the box and Mr. Johnson asked to see my senior card. I had forgotten it and made a good-natured attempt to convince your driver that, indeed, I am almost 67 by showing him my grey (almost grey, that is) hair. He remained politely firm that I pay the regular fare, which I did with a smile.

Driving a bus in traffic and meeting all kinds of people under all kinds of circumstances can be trying. I am impressed by your drivers on the 57 and the N Lines, and Mr. Johnson is a good example of their skill and pleasant courtesy.

Travis Lafferty
Oakland

* * *

I am writing this to commend one of your drivers (who) drives the #51 bus which arrives at the Rockridge BART Station at 2:25 every weekday afternoon.

He (*Jesus Aguirre*) is always on time, which is very important to a mother picking up a young child (my little boy at school). I know I can count on him. He is also courteous, friendly, and does not speed or jerk the bus.

I realize that time of day is difficult for drivers, but this one always manages — even in torrential rain. I do not drive at all, and he has been a Godsend to me this long, terrible winter.

Diana J. Geary
Oakland

Tolls, transit planning stressed

Two top AC Transit officials addressed the Alameda County Mayors' Conference May 11 on two important transportation issues: continuing the use of bridge tolls for transit support and the need for better land use planning by cities.

Board President *Michael H. Fajans* urged the mayors to give greater attention to incorporating public transit into the land use planning processes in development of new areas and redevelopment of older sections of their communities. Also appearing before the mayors was General Manager *Robert E. Nisbet*, who briefed the political leaders on Assemblyman Robert Campbell's (D-Richmond) proposed bill (AB 749) which would provide continued funding from bridge tolls for public transit.

City planning

Using a series of slides to illustrate local examples, Fajans showed the mayors both good and bad results from city planning policies and their ultimate impact on mass transit operations and riders. For instance, the District continues to encounter problems — as the slides showed — in establishing transit service, at the request of communities, where uninterrupted soundwalls preclude pedestrian access to bus stops, and easy pedestrian access is a vital element to efficient public transit. It should be a goal in land use planning, he stressed.

Other problems Fajans cited: new subdivisions and industrial parks with street layouts that don't permit bus access and large apartment complexes built at the end of cul-de-sacs.

In addition to promising continued efforts on the part of AC Transit to help cities plan for public transit, Fajans gave the mayors two documents produced by the District: "Guide for Including Public Transit in Land Use Planning" and "Transit Facilities Standards Manual".

Toll dollars

Every one dollar of Bay Area bridge tolls produces an additional four dollars in funding when channeled to public transit, Nisbet said, because it is used as local matching funds to secure grants on a 20 percent local, 80 percent federal formula. Toll bridge money has enabled AC Transit to replace more than half its older fleet of 850 buses while embarking on a construction program for upgrading and developing operational facilities in Oakland, Hayward and Emeryville. AC Transit's current operating program accounts for 9,600 total jobs, directly and indirectly, Nisbet said. And the capital improvement program means an additional 2,500 jobs.

Continuation of bridge toll assistance, Nisbet said, means more quality bus service for the 250,000 riders AC Transit carries daily — including the 50,000 who travel to and from San Francisco on an average weekday. Without AC Transit bus service on the Bay Bridge, Nisbet stressed, commuters using their cars would have an additional one and one-half hours travel time due to traffic congestion.



THE COVER — Restored classics of California's transportation past, such as the Sacramento Northern car (our cover subject) and the Key System transbay C-train (above), share the spotlight at the unusual museum featured on Pg. 5. (D. Kaplan Photos)

FOCUS: Transit People and Projects



TRANSIT SAFARI — AC Transit's Line L from Richmond to the Transbay Terminal was part of a May 4 journey via various regional transportation systems for Quentin Kopp (above, third row, aisle), Chairman of the Metropolitan Transportation Commission and San Francisco Supervisor. Kopp and a party of public officials, press, and transit representatives covered nearly 200 miles by rail and bus, using seven Bay Area systems. Above, Robert Shamoon (far right), Assistant General Manager for Operations, discusses transit matters with Kopp and (middle row) MTC's Larry Dahms, Executive Director, and Marilyn Reynolds, Manager of Information Services. Below, left, Larry Rosenberg (center), Assistant General Manager for Administration, offers a 'welcome aboard'; below, right, Kopp is greeted during a stop-over in downtown Oakland by General Manager Robert Nisbet and Director Linda Shepard.



All aboard!

At Rail Museum, days of steam, streetcars are revived



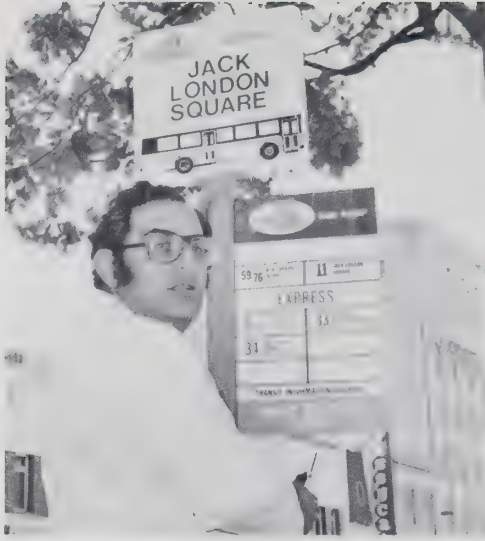
Steam, diesel, and electric locomotives; freight and passenger cars; scads of streetcars — they're there not only for admiring but for riding at the unique California Railway Museum, Rio Vista. A visit is an exercise in time-travel. Bay Area Electric Railroad Association, Inc., founded the non-profit museum, with volunteers laboring lovingly to restore the vehicles, then taking turns operating the revitalized rolling stock.

It's open Saturdays, Sundays and weekend holidays from noon to 5 p.m.



MUSEUM VARIETY — Visitors of all ages find excitement when they climb aboard a car pulled by a classic old steam locomotive (top photo); enjoy the sense of tranquility offered by a quiet spot on the grounds (above); and also may react with amused appreciation at such sights as the unmatched caravan of vehicles out of our urban past (right). **Donald Kaplan Photos**

Eye catchers



Mike Laurella (Maintenance) installs one of the new-style destination signs topping bus stop poles, giving passengers another aid in planning their transit trips.

Recent deaths diminish list Of transit service veterans

John R. Hahn, 80, who retired in 1972 after 46 years of transit service, died April 3 in LaGrange, CA. At the time of his retirement, he was a Seminary Division driver who had reached the top of the operator's seniority list. His span of service dated from 1925.

Hahn is survived by his widow, Gertrude; a son, John, Jr.; and daughters Irene Blomgren and Kathleen Hackim.

Allen M. Daniels, 71, who had completed 15 years of District service when he retired in 1977, died during the first week of April in Point Richmond. Prior to retirement, he had been a leadman in Maintenance Department, Richmond Division.

A daughter, Lucinda Montgomery, survives him.

The way we were... 1951

Vignettes of the past, as gleaned from AC Transit historical files.

The following descriptive prose and statistics were published by Key System Transit Lines in a passenger information brochure, circa 1951:

Key System Transit Lines is one of the Bay Area's major industries. Here are some startling figures:

Payroll	\$7,317,000 annually
Employees	More than 2,000 — 1,200 on the streets, 809 behind the scenes.
Passengers Carried, 1950	Local, 76,238,000; Transbay, 18,228,000; a total of 94,466,000
Buses Operated	600
Trains Operated	88 articulated 2-car units
Cost of buses	Approximately \$20,000 each, average
Cost of Gas and Oil, per year	\$615,000
Miles Operated, per year	Nearly 24,000,000, an average of 65,700 each day.

New Transbay Terminal signs Are one phase of projects To aid area transit users



Finding the correct AC Transit transbay bus in the San Francisco terminal is easier now with a new family of bus stop signs. Large black letters on white allow for ready identification, even from a distance, of the line serving each stop. And on-pole information holders provide scheduled departures for all bus trips from that stop.

Next step in this user information project is installing on-pole route maps. Also under study: an information system providing instant up-dates on traffic interruptions that might cause bus trip delay.



The new look at Transbay Terminal bus stops is illustrated above and left. Easy-to-spot alphabetical line designations rise boldly above a four-sided holder for more detailed destination and schedule information. AC Transit is a prime mover in the Regional Transit Association's signing-improvement project at the busy San Francisco site.

New Employees



Roosevelt Blackwell
Maintenance
Emeryville



Ronald Williams
Maintenance
Emeryville



TIMELY TEST — Operator Donald Frierson, Seminary Division, is checked by Byron Lake (Bay Area Hypertension Council) under a program in May and June of blood pressure testing at various District locations.

Retirement round-up

- **Kenneth R. Chapman**, Driver, Richmond Division, 25 years.
- **Desmond B. O'Brien**, Transportation (Clerical), 25 years.
- **Charles O. Sigler**, Assistant Transportation Superintendent, Seminary Division, 19 years.
- **Leonard P. Strickland**, Driver, Emeryville Division, 21 years.



Actions of the Board

At an adjourned regular meeting April 6, the Board of Directors:

- Awarded contract to Hodgson Construction, Inc., for Training and Education Center; authorized letter to Paxon Construction Co. in re, its options as to submitted bid for Central Maintenance Building; outlined the District's alternative procedures should relief be requested from the above-mentioned bid, on motion of Director McDonnell.

* * *

At an adjourned regular meeting April 27, the Board of Directors:

- Authorized General Manager to enter into agreement with Wyatt Company for actuarial consulting services in connection with employee pension plans, on motion of Director Berk.

Board approves grant requests for buses, yard, programs

AC Transit is seeking nearly \$24 million in federal funds to help purchase new equipment, reconstruct the Richmond facility and improve training and information programs.

Grant applications approved by the Board of Directors on May 11 are for 56 buses and 18 service vehicles and to upgrade the Richmond bus yard. The lat-

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9

ter was built in the late 1940s, and is one of four currently serving the District's needs.

If the grants are approved, construction at the Richmond site could begin as early as the summer of 1985, and the proposed program to improve information systems could be showing results by late this year.

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**Coach-to-Coach service:
Buses offer Airport link**

Our 'Stockholders' Write



In a world replete with surly, aggressive, discourteous individuals, it certainly is gratifying to encounter the exception to this sad state.

Your employee on the Number 17 bus line, known to his riders as "J.R." (*J.R. Williams, Jr.*), is this exception. Mr. "J.R." is a very courteous gentleman, and he exhibits an attitude toward his work reminiscent of an earlier, more civil era (I have ridden the Key System and AC Transit for 50 years).

All of us on this line greatly appreciate this exceptional individual.

Also, please accept our gratitude for the Number 17 bus line. This line allows many senior citizens and others to have access to facilities otherwise accessible only with difficulty — the Piedmont Avenue and Rockridge shopping centers and the medical facilities in Berkeley.

Mr. and Mrs. John Panelli
Oakland

* * *

With this note I wish to inform you of a circumstance I was greatly impressed with. While I was on the T Telegraph bus southbound, I witnessed something that is very human and generous. Your bus driver (*Marjorie Ezell*) unselfishly helped an elderly blind bus passenger board and get off the bus (so) as to insure his safety.

I thought you might appreciate hearing of this.

Lupe R. Ojeda
Alameda

Last night I arrived from New York. This morning I boarded a 43 bus at El Cerrito BART station to get to Hayward, but I had to depend on the driver (*A. G. Yancey*) to instruct me, for this is my first time in the Bay Area.

This driver went beyond his duty because, even with a standing load, he made sure that I was at the right stop to catch the bus to Hayward. He also enforced 'no smoking' on the bus.

It was extremely a pleasure to ride with this driver, for we have lots of rude drivers in New York.

Mary Smith
New York

* * *

I have often been on the College Avenue bus which *Charles Williams* drives, and I was glad to see how courteous he is each time.

He also concentrates on his job to secure a smooth and safe ride.

Dr. Edith Ligeti
Berkeley

* * *

There was Tom - - right on time
This AC driver is really fine
Polite, punctual as can be
As I rode with him today, happily!

Moe Carmen
San Leandro

(*Ed. Note: This excerpt from a poetic paean to Driver T. J. Houle is from the prolific pen of Mr. Carmen, whose many rhymes in praise of drivers have won him the unofficial title, "Bard of the Bus Lines".*)

Three awards honor System service

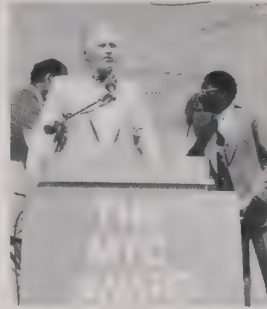
Three individuals with long-time ties to AC Transit received Metropolitan Transportation Commission annual awards on May 25.

General Manager *Robert E. Nisbet* was recognized for his nearly three decades of service, both in the formation and growth of the fledgling public entity that became AC Transit and in contributions to the overall cause of public transportation at regional, state, and national levels. These accomplishments were noted by MTC in a "Special Letter of Recognition".

The late *Virginia Dennison*, who broke new ground in ridership promotion during many years at AC Transit — during which, as Marketing Manager, she became public transit's first female management executive — was honored, posthumously, in an "Award of Merit".

Driver *Reba L. Gauer* earned an MTC "Certificate of Achievement" for exceptional performance over three decades of service. Last year she became AC Tran-

sit's first female driver to win the District's Thirty-Year Safe Driving Award.



Robert E. Nisbet (top) responds to MTC recognition, while Jenny Papka, daughter of Virginia Dennison, accepts her mother's posthumous award from MTC's Rod Diridon.

Oakland Airport link provides bus-to-plane convenience

A direct transit link between San Leandro, the Oakland Airport, and the City of Alameda was forged June 6 with the extension of AC Transit Line 61 bus service.

With this extension, buses now provide direct weekday trips between San Leandro and the Oakland Airport-Alameda area, operating every 30 minutes during peak periods and every 45 minutes midday.

Line 61 buses will be operated via the existing route in Oakland, Alameda and the Airport, continuing to and from BART/San Leandro via Doolittle Drive, Williams Street and San Leandro Street. Line 61 buses serve both the airport main terminal and North Field. Also, during commute-hours only, they provide convenient connections between BART/San Leandro and the Adams Tract industrial park.

New pocket timetables depicting the new San Leandro/Oakland Airport link and the Line 61 bus schedule may be obtained from AC Transit by calling 653-3535 for transit information.

THE COVER — East Bay officials present June 6 to mark the first direct public transit service between San Leandro and Oakland Airport included (top photo, from left) Airport Manager George Watson; Dr. Donald W. Field, Chairman of the Fly Oakland Committee, San Leandro Chamber of Commerce; AC Transit General Manager Robert E. Nisbet and Director William J. Bettencourt; and San Leandro Mayor Val Gill. Below, left, Driver Howard Johnson welcomes Gill and Bettencourt, who represents AC Transit's San Leandro service area, aboard the new Line 61 extension.

Summer's here!

Service begins to trio of East Bay Regional Parks

Individuals or groups wishing to enjoy the summertime pleasures of East Bay Regional Parks without the woes of traffic or hassles of parking may do so again this year through special AC Transit bus service.

Tilden Regional Park, Don Castro Park, and Point Pinole Park will be regularly accessible by bus between June 20 and September 11. In addition, other Alameda and Contra Costa County parks will be accessible by group-charter.

AC Transit, in cooperation with East Bay Regional Park District, has operated the special summer service since 1974. Regular fares apply for individual riders; charter rates are based on total trip mileage.

Daily service to Tilden Regional Park will operate from BART/Berkeley at hourly intervals between the hours of 11

a.m. and 6:30 p.m. An additional 25 cents beyond regular fare will allow passengers to board with bicycles.

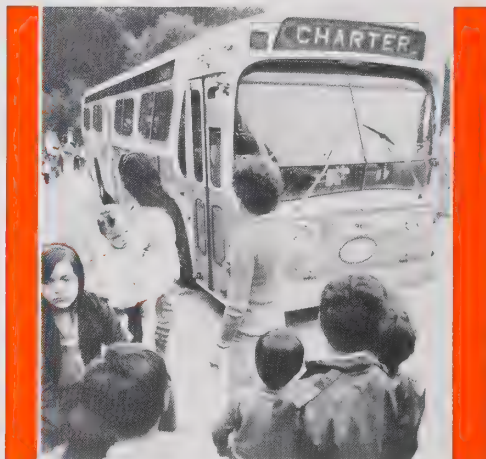
Patrons bound for Don Castro Park will board Line 95 - Kelly Street buses at BART/Hayward. Weekdays, the service will operate at half-hour intervals from 6:30 a.m. to 6:30 p.m. Week-ends and holidays, park-bound buses will operate hourly from 9:30 a.m. to 5:30 p.m.

The pleasures of Point Pinole Park may be enjoyed by patrons on weekdays and Saturdays via Line 78 buses, operating hourly from 9 a.m. to 7 p.m.

On Camera



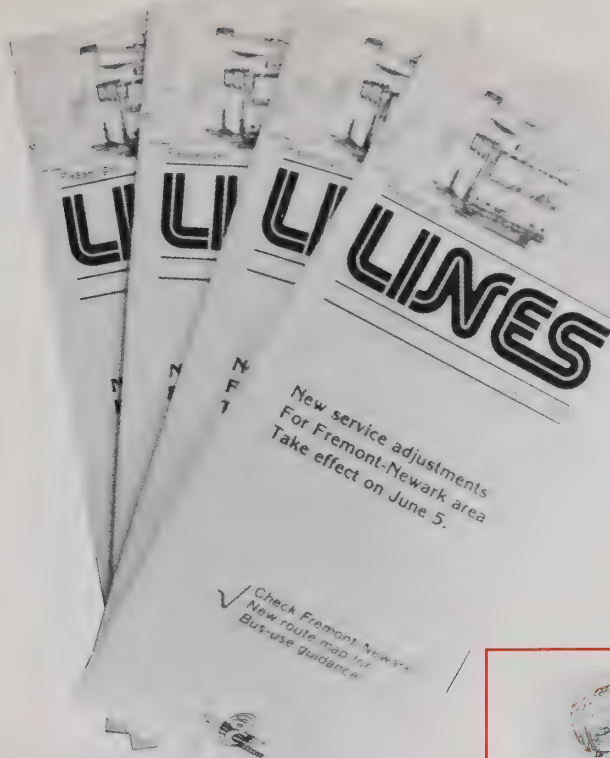
TRAINING FOCUS — KGO-TV's Bob Marshall presented AC Transit's program (encompassing not only mechanical and safety skills but human relations techniques for conflict-avoidance and for dealing sensitively with needs of passengers, including the handicapped) while filming a feature on driver training. The broadcast segment, seen locally during Memorial Day week-end, centered on training of those who operate a wide variety of public transportation vehicles, including buses, trains, ferries, and taxi cabs.



East Bay groups wishing to charter a bus for outings to any park within Alameda and Contra Costa Counties may do so by contacting the East Bay Regional Park District. Such group charters will be available weekdays during non-peak hours.

Retirement round-up

- **Alexander Chen-OK**, Mechanic A, Richmond Division, 26 years.
- **Richard J. Holzner**, Driver, Richmond Division, 37 years.
- **Edward F. Shepherd**, Driver, Richmond Division, 19 years.



Info blitz precedes Fremont-Newark service changes

SERVICE
CHANGE

Line will begin
serve this stop

Line will begin
serving this stop

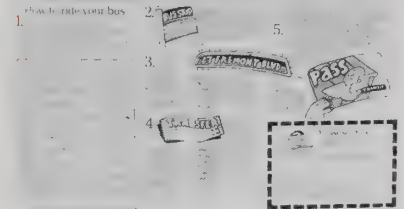


RIDER ALERT — John Wardy (left) and Lonnie Kelly, Maintenance, install one of the many dozens of informational “sleeves” placed atop bus stop poles to remind riders of service changes which took effect early this month.

ACT TRANSIT PUTS FREMONT AND NEWARK ON THE MAP!



Throughout Fremont and Newark you're never more than a short walk from a bus stop. And your ideas and participation in community meetings, discussions and surveys have helped make it that way. Thirteen ACT Transit bus routes now connect with all major points in Fremont and Newark, and link with BART, with bus service in Hayward and points north, and in Milpitas with Santa Clara County Transit and points south.



A blizzard of printed information — including the prototype issue of a new passenger newsletter, “Lines”; colorful revamped route maps; and eye-catching area newspaper ads (above) reminded Fremont-Newark patrons of route and schedule adjustments in the weeks before the changes took place. Some other elements of the pre-implementation information project: onboard car-cards, hanger flyers, and new pocket timetables.

Trial of two-tier bus Gains mostly positive Rider-poll reactions

AC Transit riders gave a Neoplan double-decker high ratings during a month-long road test conducted in transbay service.

Sporting the District's color scheme and logo — details provided by the builder — the 13 and one-half foot tall coach was evaluated by drivers and riders on several long distance commute runs linking East Bay cities with San Francisco. The commuters were asked by survey cards to assess such factors as ease of boarding, smoothness of ride, visibility from the passenger's point of view, and over-all appearance of the 40 foot long coach.

Rider feed-back

In general, the rider reaction was quite positive: two-thirds of the 1,700 passengers polled offered written comments such as, "Great Bus! Great View! Buy More!". About one-third of the riders voiced questions or concerns: "Stairway is too narrow. Aisles are too narrow." Such comments had been expected, since this test vehicle, though sporting District identity on the outside, has plush, space-consuming interior fittings more applicable to long-distance tour service than mass transit usage.

This particular coach seats 73 riders. And in test use, its popularity did result in standees on some trips.

A more detailed assessment of its on-the-road performance is being completed. Thus, *Robert J. Shamoon*, assistant general manager for operations, indicates that it's still too early to tell if the system will be buying double-deckers.

However, at its June 8 meeting, the Board of Directors called for closer scrutiny of the applicability of the tall coaches for revenue service.

Directors see site revamp



Board Members William E. Berk (left) and John L. McDonnell look over the District's new Central Maintenance facility in East Oakland. The site, which was used most recently as a General Motors parts warehouse, is scheduled to be ready for initial operations later this year. Care has been taken to preserve the main building, constructed in 1922, which served at one time as offices for the long-defunct Star Motor Company.

Driver, retiree meet deaths

Claude E. Rowe, 55, a Richmond Division driver with 18 years of AC Transit service, died May 9 in Oakland.

A resident of Pittsburg, Rowe is survived by his widow, Betty, and six children: Roberta, Dennis, and Duane Rowe; Florence Ramirez, Jean Brown, and Paula Lewis.

He joined the District February 24, 1965.

David W. Addison, 89, who retired as a bus driver with AC Transit's predecessor organization in 1959, died June 3 in Hayward. At the time of his retirement, he had completed 35 years of transportation service.

Addison, who lived in San Lorenzo, is survived by a son, William D. Addison.



Surplus buses seldom die: Older AC coaches sometimes Undergo startling changes

It's a moving mass of flames! It's a sort of cable car on wheels!

No, it's just two examples of AC Transit surplus buses after very creative repainting for special purposes: one, bought by an Oakland radio station; the other, one of six leased by San Francisco MUNI.

The "Hot Stuff" bus (above) was formerly AC Transit Coach 177. Now, Station KNEW Manager Steve Edwards utilizes it for promotion, such as the American Cancer Society's fund-raising garage sale. The orange, yellow and black flame motif represents the station's "We've Got What's Hot" theme.

MUNI will use their transformed leases (example below) in the interim during cable car system reconstruction. The special paint job was done at AC Transit's Hayward facilities.



New Employees



Orlando Jackson
Maintenance
Emeryville



Edamond Leggett
Maintenance
Richmond



Donald Lyons
Maintenance
Seminary

Britain bound!



LAST RUN — Newark Division Dispatcher Robert Foreman handed out the last run June 7 before retiring after 23 years with AC Transit and its predecessor company. Picking up the Line 47-Ohlone College assignment is Operator Harry Wiggins. Foreman will retire to his native England where he and his wife plan to run a boarding house.



Actions of the Board

At a regular meeting May 11, the Board of Directors:

- Adopted resolution authorizing filing of applications for federal grants for buses and other capital equipment; reconstruction of Richmond Division; and improved management information/training programs, on motion of Director Bettencourt.

- Adopted 1983 Affirmative Action Plan, on motion of Director Bettencourt.

- Adopted Five-Year Plan Update for Fiscal 1984-88, with specified inclusion, on motion of Director Shepard.

- Authorized obtaining engineering consulting cost estimates in connection with possible project to determine near-future traffic levels on I-80 and I-180 as the situation may affect the District's transbay service operational needs, on motion of Director Shepard.

* * *

At an adjourned regular meeting May 25, the Board of Directors:

- Authorized special fixed-route service to Tilden, Don Castro, and Point Pinole Parks June 20 through September 11 and Courtesy Group Park Service in accordance with agreement with East Bay Regional Park District, on motion of Director Nakadegawa (see story, pg. 4).

- Approved implementation of Line

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John W. Rose, Jr.	Affirmative Action Coordinator

9

64 schedule changes, including extensions, as of September, 1983, on motion of Director Bettencourt.

Authorized travel of Directors Shepard and Nakadegawa in connection with American Public Transit Association Western Conference in Seattle, on motion of Director Bettencourt.

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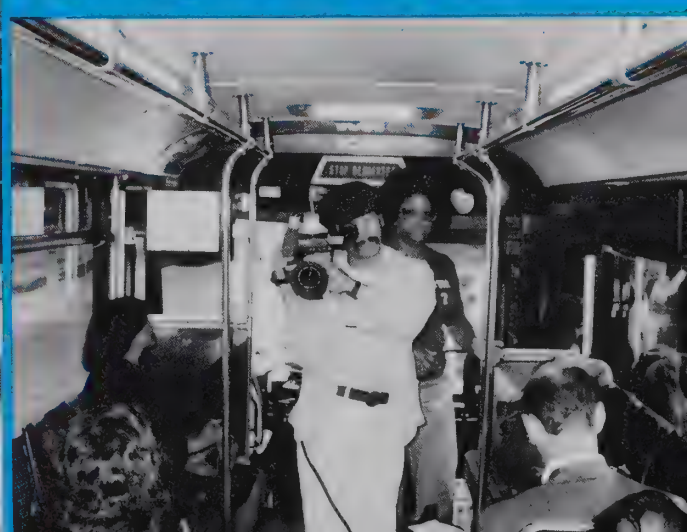
JULY-AUGUST, 1983

Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



Fighting crime via film



Our 'Stockholders' Write



Ms. Durelle B. Barksdale was driving her bus when she suddenly realized there were two small girls, approximately aged 3 and 4, who had a note asking for help in getting safely to 23rd Avenue. She was alerted after having passed the stop.

She promptly stopped her bus, took them by the hand and carefully crossed the little girls across the busy intersection, hailed a bus traveling east, and put these little children on. All this was done while the passengers on her bus remained calm and supportive.

Ms. Barksdale needs to be commended for her alertness, care for her passengers, and service beyond her regular duties.

Charles B. Minor, Ph.D
Oakland

* * *

The outstanding conduct of your Driver *Lucius Lee, Jr.*, has so impressed me that I desire to call his unusually good service to your attention.

It was raining and this driver took advantage of every opportunity to be helpful to those running for or waiting for the bus. He was gentle and courteous to every patron even while being firm with a rider who had begun smoking at the rear of the bus. There was a wide variety of passengers that trip — elderly who could not hurry; mothers with children, some of whom were slightly unruly. There were numerous ethnic groups, etc. All were treated with the same pleasant courtesy.

It was a pleasure to ride with this driver.

Ernest W. Henderson
Richmond

Thank you for the use of one of your buses so we could shoot scenes of Oakland youngsters going to the Oakland Youth Employment Service to apply for summer jobs. These videotapes will be seen by several thousand Oakland youngsters each year as they prepare to apply for jobs through the Mayor's Summer Jobs Program.

Your cooperation has allowed us to produce realistic tapes. Naturally, our gratitude is expressed in a credit at the end of the tapes.

Jerry Long
Applied Video
Berkeley

* * *

I want to tell you of my observations of one of your drivers (*James Williams*) on the F bus, which I often ride from Albany to Berkeley.

I think he is an excellent driver, is kind, courteous, and helpful to everyone in a quiet sort of way. I believe he is an exceptional young man.

Ardis Cooper
Albany

* * *

Some of the drivers on the 51 Line are quite inconsiderate and downright rude, so it is most refreshing to find a driver who is considerate, pleasant and most helpful. Thank goodness there are a number who fall in this latter category. One in particular is *O. H. Chadwick*.

Please convey to him the thanks of us riders who appreciate his good humor and kindness.

E. J. Burnaford
Alameda

System joins in anti-crime project

AC Transit and the Oakland Police Department are joining with television station KTVU, Channel 2, in a unique mutual venture to produce a documentary film on crime prevention.

Part of the production is centered on public transit problems and how citizens can help combat anti-social behavior.

"We are trying to show the public what they can do to help," says *Charles O. Lacy*, Security Coordinator for AC Transit and liaison between the District, law enforcement officials and the television crew.

Directors give green light To new funding applications

The District plans to ask for federal financial assistance amounting to more than \$5.6 million as a result of approval by the Board of Directors on July 27 of three grant applications. Directors also scheduled an August 24 public hearing to receive comment on the funding package.

The largest sum to be requested of the Urban Mass Transportation Administration is \$5,065,000 in operating aid to help the District maintain current levels and standards of service in its urban operations throughout the East Bay and to San Francisco. A second operating grant to be requested would yield \$425,564 to lend support to AC Transit contract services in the Antioch/Pittsburg urban area.

The third grant application which received Board approval requests capital funding to cover 75% of the cost of purchasing and installing an automated self-training program to be utilized District-wide for both new and experienced employees. Program cost is \$216,662.

The trio of grant applications are elements of AC Transit's Five-Year Plan and Transit Improvement Program for Fiscal 1983-84; and are in conformance with Metropolitan Transportation Commission regional funding guide-lines and priorities.

"Our goal is to get people involved, but also to show what can be done to discourage criminal behavior by not providing the opportunity," Lacy says.

Filming for the documentary got underway in late July, with scheduled completion of the project set for early August. Dates for broadcasting will follow shortly thereafter.

A special side benefit, according to Lacy, has been the television crew's first-hand observation of what police and transit officials are already doing for passenger and driver safety.

"I think they have been surprised at how extensive our overall security program is," Lacy says, noting the two-way communications system with silent alarm; the surveillance cameras; increased plain-clothes and uniformed security people; passenger-driver conflict resolution training; and electronic fareboxes and transfer machines.

THE COVER — When AC Transit, TV station KTVU (Channel 2), and the Oakland Police Department joined to produce a documentary, the aim was not show-biz "glitz" or viewer ratings but the packaging of an important message: what residents and visitors to the East Bay can do to help in crime prevention. Dramatizing problem situations that might occur and recommending cool-headed, prudent reactions for public and passengers may, it is hoped, help quell or de-fuse real instances of anti-social oncoach or onstreet behavior. Different moments during the first day of filming in July are shown here, including (lower left) Driver Christina Zook and Transit Security Coordinator Charles Lacy, representing the District, being briefed by KTVU Producer Tomas Roman (in doorway) and Film Editor Bill Longen; and (lower right) Camera-man Calvin Roberts recording an onboard scene. The film is scheduled to be shown on August 20.

Station signal light tells drivers to await riders



DRIVER ALERT — A rotating light signaling the arrival of trains at five East Bay stations now alerts AC Transit drivers to wait for possible BART-to-bus passengers. The lights, activated by microprocessor when trains approach one of the stations, remain on for about 3½ minutes, allowing passengers 2½ minutes to catch the bus. BART Bay Fair's light installation is shown here (upper left corner and inset).

Active leisure

AC Transit retirees enjoy group travel, timely topics

Retirement from AC Transit takes place, but former employees are remaining active and involved by participation in the Retirees Club, an organization offering recreational and social outings to those who have spent their working years in public transit service.

The club sponsors a variety of events, such as a recent 18-day trip through Canada, which concluded July 23. Last year the group spent a week touring the Rogue River area of Oregon, and next year a trip to Southern California and Mexico is scheduled.

Other outings include one-day excursions to area attractions and overnight trips to Reno.

The organization is open to all former AC Transit and Key System employees and their spouses. Current membership is about 200, according to *Lou Bailey*,

travel chairman for the group, and a modest dues fee of six dollars per year is charged each member.

Meetings of the club are held the third Tuesday of each month at the Blue Dolphin Restaurant in San Leandro, where guest speakers cover topics of particular interest to retirees.

Luncheon presentations have included talks by a former astronaut, representatives of Social Security and health agencies, members of the Oakland A's and the Oakland Invaders, and a retired Navy officer who had spent several years in Russia.

"We encourage all former AC Transit and Key System employees to join us, if they wish," says Club President *Floyd Tinkham*. "We have a lot of fun, and there are some interesting trips planned for the future."

DIAL 9-1-1 EMERGENCY

FIRE • POLICE • MEDICAL

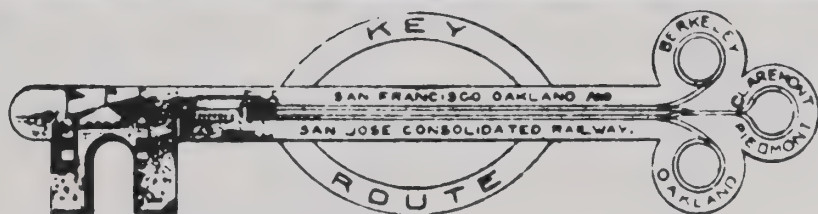


“HELP!” WANTED — To increase the general public’s awareness of the special “911” telephone number to summon fire, police or medical emergency aid, the State of California is utilizing bus signs like the one shown here on an AC Transit coach photographed at Treasure Island, with the San Francisco skyline and the Oakland-San Francisco Bay Bridge as scenic backdrop. In cooperation with the state’s public-service advertising campaign, the Neoplan bus was prepared for its debut in the publicity spotlight by Emeryville Division maintenance workers.

*Transit
Time-Capsule*



Famous transit symbol
Passes 3/4-century mark



ALMOST 80 - the distinctive symbol above is a nostalgic reminder of an upcoming anniversary highly significant in area transportation history. As of Fall, 80 years will have passed since Francis M. “Borax” Smith launched the train-ferry network which offered riders comfortable, speedy transbay transportation service. First Key Route electric train left Berkeley for the new Key Pier October 26, 1903. Initially, Smith’s fleet included 41 trains and two ferries — the ‘Yerba Buena’ and the ‘San Jose’.

Veteran pro, D. J. Potter, Of transit-service family, Dies in Piedmont at age 79

Donald J. Potter, 79, member of a family prominent in the service of East Bay transportation for more than 80 years, died June 24 in Piedmont.

Himself a veteran of 36 years with AC Transit and its predecessor organizations by the time he retired as Transportation Manager 10 years ago, Potter was the son of *James Potter*, first Superintendent of the San Francisco, Oakland and San Jose Railway — the original Key Route established by the legendary Francis M. “Borax” Smith. At the time of his death in 1936, the senior Potter was Vice President for Operations of Key System Transit Lines.

The younger Potter’s retirement in 1973 brought to an end an 84-year period of family service to transportation. He had joined Key System in 1936, working in a variety of positions until 1947 when he assumed the Transportation Manager post he held until retirement.

A graduate of UC Berkeley, Potter is survived by his widow, Bernice; son, Donald J., Jr.; daughter, Patricia Tetrault; and four grandsons.

DINEEN

Jeremiah Dineen, 98, who had served AC Transit’s predecessor organization for nearly 33 years at the time of his retirement in 1950, died July 19 in Oakland. The long-time retiree was a Laborer A in Seminary Division’s maintenance function at the time he completed his span of service, which had begun in 1917.

Dineen, an Oakland resident, is survived by two sons, Jeremiah and John; and a daughter, Julia Slaten.

GARDIN

Francis W. (Frank) Gardin, 74, who retired last summer after 45 years of transit service that ranged from operating Key System streetcars and trains to four

(Continued, right)

New group completes AC Transit-subsidized Diesel skills program

Eleven employees have completed a nine-month, AC Transit-subsidized training program in basic diesel bus maintenance.

They are *Edward Booker, Donn Guay, Dennis Martell, Melvin Moore, Adrian Scott, Timothy Dawkins, Theresa Lee, Phillip Mendoza, Francisco Ornelas, Steven Seliandin, and David Werner.*

These Maintenance Department workers — the latest to graduate from the College of Alameda program — bring to 48 the total number of District employees who have taken advantage of this career advancement opportunity, according to Training Instructor *James Barlow*, who coordinates the classes. The June graduates join six others who completed course work in January.

“This program provides an excellent opportunity for advancement within the organization,” Barlow says.

One side benefit, Barlow noted, “is that by exposure to the College of Alameda, some of our students have enrolled in other college classes.”

Funding for the diesel training classes is provided by AC Transit.

The program began three years ago with the goal of providing entry-level maintenance people with mechanical ability with specific opportunity for advancement. Employees interested in participating should watch department bulletin boards for notice of registration for the next class, currently scheduled for Fall, 1983.

Three retiree deaths reported

(Continued)

decades of claims work, died July 15 in Alameda. At the time of retirement, he held the position of supervisor of claims in the Risk and Insurance Department.

Gardin was a resident of Oakland. Survivors include his widow, Cleone; a son, Gary; and two grandchildren.



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Big project will improve all sites

AC Transit is in the midst of dynamic, dramatic and long-needed upgrading and expansion of facilities.

A multi-million, multi-phase plan encompassing all existing facilities is now underway, with some phases actually nearing completion. When totally completed, these changes will provide a new look for all AC Transit operating divisions, its General Offices in downtown Oakland, and its maintenance and stores facilities.

Thus, by the mid-1980's, AC Transit expects to be in step with the City of Oakland's own dynamic downtown renaissance: streamlined, updated, and efficiency-oriented to meet the challenges of this demanding era.

In brief, here is the current status of the various phases of this comprehensive facilities improvement program, geared to increasing the District's efficiency in serving the East Bay public's transit needs:

CENTRAL MAINTENANCE FACILITY

Located in Oakland on East 14th St. and 105th Ave., this \$21-million project will increase the effectiveness of carrying out heavy duty maintenance work, such as major engine overhaul. Also, it will relieve overcrowded conditions in maintenance shops at the Emeryville and Seminary (East Oakland) divisions.

A bonus advantage will be the relocation (from Emeryville) of the Purchases and Stores Department, where the site will provide for more efficient inventory and ordering procedures.

Scheduled to be fully operational by early summer of 1984, the site also will house part of the District's data processing operations: a back-up system for computer services and improved management information systems.

When fully functional, the Central Maintenance facility will house approximately 150 employees.

HAYWARD DIVISION

A new operational division with complete support staff is scheduled to open in late 1984, providing relief for over-crowded Emeryville and Seminary Divisions. It also will absorb the current Newark Division, where 200 employees now keep 96 buses in operation.

(Continued on page 2)

Hayward: future home of 500 employees, 250 coaches

'80s outlook



(Architectural renderings, S. Iyama & Associates)



NEW DIVISION — Design detail of the new Hayward facility can be seen above the curving street and within the shaded area of the architectural drawing above. An existing building (left photo and indicated by arrow on the drawing) will become part of the new Training/Education Center for District-wide use.

(Continued from cover)

The Hayward Division, located on the Old Mack Truck property behind the Hayward Airport, will be home base for approximately 500 employees and a fleet of 250 buses.

A new Training and Education Center will be established adjacent to the operational facilities. Current Training Department functions, conducted at Seminary Division by a staff of 17, will be relocated here.

Cost of the Hayward project is estimated at \$20 million for the operational yard, plus \$2.6 million for the Training and Education Center.

EMERYVILLE DIVISION

AC Transit's oldest yard, constructed in the 1930's, will undergo an extensive face-lift through a \$21 million upgrading and improvement of buildings and grounds.

With initial funding approved, construction is set to start this Fall. Target completion date is 1985.

The rejuvenated Emeryville Division will house 225 buses and about 500 employees, easing the currently cramped quarters filled with 240 coaches and 550 employees. Some of the coaches removed

Seminary: revamp will end space squeeze situation



**Obsolete
Makes way
For modern**

DIVISIONAL RE-DO — An obsolete structure like the one in the photo above (marked by arrow on drawing) will be replaced within a new lay-out (top of page). Bounded by BART, busy streets, and residential/commercial neighbors, Seminary is truly urban both in site and function.

from Emeryville will be reassigned to the new Hayward Division. Central Maintenance and Stores activities will be relocated to the Central Maintenance site in Oakland.

SEMINARY DIVISION

Current over-crowding caused by the presence of 335 buses and more than 700 persons will be eased via the \$21 million grant for improving the facility, which was constructed just after World War II.

When completed, this reconstruction project will contain operational space for 250 buses and 500 workers. Construction will begin later this year, with completion of the program set for 1985.

RICHMOND DIVISION

Application for \$12.5 million in assistance to reconstruct the aging Richmond Division is currently being sought by the District. If approved, work could get underway in 1984, with improvements completed as early as 1985.

Current operations at Richmond encompass 163 buses and 350 employees. These figures are expected to remain approximately the same in the immediate future.





Central maintenance: layout aims to aid efficiency

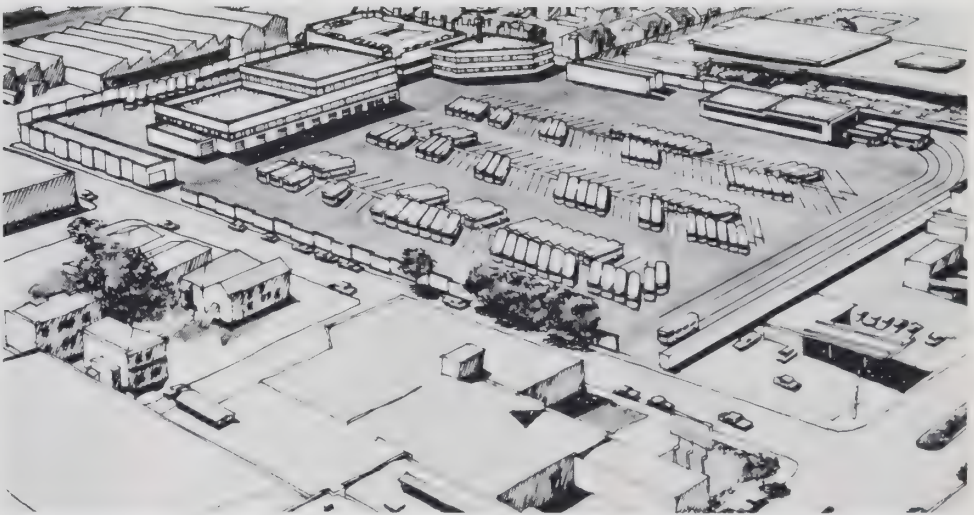
GENERAL OFFICES

Land for a new General Offices building has been purchased on Franklin Street in Oakland between 15th and 17th Sts. The new facility will replace the current inadequate, out-dated space for management and administrative employees at 508-16th St.

Total cost is undetermined at this time, but land acquisition amounts to \$2.1 million. An innovative financing method will result in the building being designed and constructed for the District on the purchased land, using a long-term lease/purchase option arrangement for occupancy.

The new office building will house these District functions — Executive Offices, Central Dispatching, Marketing, PBX/Information, Payroll, Personnel, Treasury, Risk and Insurance, and part of Data Processing.

Far-reaching as the total facilities plan is, all elements are currently on schedule and completion is expected to occur on target, depending on the status of grants from the Urban Mass Transportation Administration (UMTA). Therefore, by 1986, AC Transit will definitely boast a dramatic new look, providing much improved capabilities for better serving the bus riding public.



MOVING AHEAD — The top-of-page architect's rendering shows (dark-roofed area) Central Maintenance as it will appear in about a year, while the drawing immediately above is a conception (shaded quadrangle) of how the "new look" will transform old Emeryville Division.

M.B.E. greeting



BAY AREA WELCOME — AC Transit General Manager Robert E. Nisbet, Chairman of the Regional Transit Association Board of Control, extends a welcome to participants in the Second Annual Seminar on Minority Business Enterprise and Equal Employment Opportunity Contract Compliance. The mid-July event, held in San Francisco, included practical workshops on meeting government requirements for minority participation in public transit projects. It was co-hosted by the RTA Minority Affairs Committee and Southern California Rapid Transit District.

Planning guides available

Two guidebooks produced by AC Transit's Research and Planning Department, in cooperation with city planning and engineering departments, are now available to urban planners, planning agencies, and interested individuals throughout the System's service area.

The two documents — "Guide for Including Public Transit in Land Use Planning" and "Transit Facilities Standards Manual" — provide detailed suggestions on how to incorporate transit in development plans.

Divisions achieve safety goal

Three divisions met last month's safety goal by averaging at least 13,250 miles per accident. Heading up the list was Newark Division, whose drivers averaged 41,875 miles per mishap. Richmond tallied an average-per-accident of 16,082 miles; Seminary, 13,526 miles. Total service miles recorded was 2,639,445.

Retirement round-up

- **Robert B. Foreman**, Dispatcher, Newark Division, 23 years.
- **Reba Gauer**, Driver, Richmond Division, 39 years.
- **William L. Pickard**, Driver, Emeryville Division, 15 years.
- **Earnest L. Salmon, Jr.**, Driver, Emeryville Division, 11 years.
- **Jim H. Tamura**, Driver, Emeryville Division, 11 years.
- **James R. Williams, Jr.**, Driver, Emeryville Division, 30 years.

Board Actions

(Continued from back cover)

with Jules Jurgensen Corporation; and authorizing issuance of revenue and tax anticipation note under stated terms and conditions, on motions of Directors McDonnell and Bettencourt.

* * *

An an adjourned regular meeting June 29, the Board of Directors:

- Adopted resolution approving tax benefit transactions related to 123 District buses, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting July 27, the Board of Directors:

- Adopted recommendations relating to various aspects of eased access via lift-equipped buses, on motion of Director Nakadegawa.
- Adopted resolution authorizing filing of applications for federal assistance grants for urban operations in Oakland/San Francisco and in Antioch/Pittsburg, on motion of Director McDonnell.
- Adopted resolution authorizing filing of application for a federal capital improvement grant for purchase of an automated self-training system, on motion of Director McDonnell.

FOCUS: Transit People and Projects



NEW LINK — With the start-up on July 5, of BART Express service on the new Z-Line, riders are able to travel from BART/El Cerrito Del Norte, Hilltop Mall, San Pablo and Hercules to the Contra Costa County government buildings in Martinez. Helping get the new service underway were AC Transit Supervisor Andrew Lemons (left) and Driver Eldon Bain. The Line Z-Martinez route also serves the John Muir National Historic Site and the County and Veterans Hospitals.



'MURPHY' MOVES ON — Alexander ('Murphy') Chen-OK accepts congratulations from Wayne West, Richmond Division maintenance superintendent, at a July retirement party. A transit veteran of nearly 27 years, Chen-Ok — a Mechanic A — says he received his nickname when he began working on trains in the 50's. "All the other workers were Irish; I was the only Chinese. They said I needed an Irish nickname, so they've called me 'Murphy' ever since." In summing up his service, he says, "I've done everything now. Worked on trains, buses, transportation, maintenance. Even been vice-president of the union."

FOCUS: Transit People and Projects



LAST RUN — After nearly 40 years of service, Reba Gauer turned in her last run in June, cheered-on by (from left) Loren Ball, Robert Shamoon, Gene Cota, Sammy Carter and Les Minear. The first female driver to receive the District's 30-Year Safe Driving Award, Mrs. Gauer joined Key System to work on streetcars June 24, 1944.



BIKES WELCOME — AC Transit summer service to one East Bay Regional Park offers accommodations for bicycles. Line 98P-Tilden Park now provides bikers with direct connections from downtown Berkeley to Tilden every day through September 11. The Tilden-bound bicycle buses leave BART/Berkeley for the park every hour from 11 a.m. to 6 p.m. Bikers simply pay an extra 25 cents in fare. The lay-out represents Richmond Division maintenance expertise.



New stamps honor classic streetcars

Transit history enthusiasts — particularly those with a strong allegiance to America's first major form of mass transportation, the streetcar — may wish to take note of an especially interesting issuance, on October 1, 1983, by the U.S. Postal Service. On that date, in Kennebunkport, Maine, four 20-cent commemorative stamps honoring classic American streetcars will make their debut.

For Bay Area stamp collectors and transit-memorabilia buffs, the new stamps have added interest, since they were designed by an Orinda resident, Richard Leech. The commission represents his first in the area of stamp design.

The four designs show something of the evolution of America's little work-horse rail vehicles. There's the "John Mason", an elaborate railed stagecoach pulled by a pair of horses. Noted as the first American streetcar, it was in service 151 years ago in New York City. Another "first" honored by the issue belongs to Montgomery, Alabama, whose electric trolley cars in city-wide service were the first in the nation.

The Postal Service gave a second and well-deserved nod to equine-power in its

selection of the third historic vehicle for the commemorative block. It's the nation's last horsecar, the "Bobtail", which served residents of Sulphur Rock, Arkansas, in the 1920's. That town was chosen as the site of the Postal Service's unveiling of the new stamps this past spring.

Of particular interest is the fourth stamp in the block, because it honors a line which is still in operation after 148 years! That's the New Orleans car system which has run along St. Charles Avenue in that historic city since 1835.

Each block features the streetcars depicted in full color against a white background. The "USA 20¢" designation appears in black type as does the identifying line across the bottom of each stamp.

During the ceremonies staged for announcement of the special stamps, recognition was given to the important task of mail delivery performed by streetcars during the late 19th century. By 1896, according to Postal Service statistics, more than a half-million pieces of mail were being carried daily on the hard-working urban vehicles which still occupy a special place in the hearts of transit historians.

♪ "Take me out to the..." ♪



...transit team



TEAMWORK — Looking like major leaguers all, AC Transit aces sported their new uniforms for the District's first season of competition, in which more than 100 employees participated. Teams representing each of the four divisions and the general office played Saturdays at Laney College. The teams continued their rivalries through the early-August championship game. As of late July, Emeryville Division's team (not shown here) held the lead.



SUITED UP — District teams pictured are General Office and Newark Division (middle, left and right); Richmond (above); and Seminary (right).



Actions of the Board

At a regular meeting June 8, the Board of Directors:

- Authorized travel of Board member to inspect double-deck bus, on motion of Director Rinehart.

- Authorized General Manager to negotiate and award contract for reconstruction of Division 4 to Sverdrup and Parcel and Associates; and to Vickerman, Zachary, Miller Engineering/Architecture for construction of the new Hayward operating facility, on motion of Director McDonnell.

- Authorized solicitation of proposals for the District's private health insurance benefit plans and the services of William M. Mercer Company, Benefit Consultants, in the solicitation and evaluation process, on motion of Director Rinehart.

* * *

At an adjourned regular meeting June 22, the Board of Directors:

- Authorized travel of representatives to American Public Transit Association Annual Meeting October 23-26, on motion of Director Nakadegawa.

- Authorized three-year extension of agreement with Fremont in regard to van service for senior citizens, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting June

Transit-Times
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Donald S. Larson Research and Planning Manager
Jim Lowe Information Systems Director
Mike Mills Marketing Manager
Warren E. Robinson Transportation Engineer
John W. Rose, Jr. Affirmative Action Coordinator

28, the Board of Directors:

- Adopted resolutions establishing appropriation limit for tax proceeds for Fiscal 1983-84; authorizing Assistant General Manager for Finance to enter sale/lease-back agreement involving District buses and transfer/lease agreement

(Continued on Page 7)

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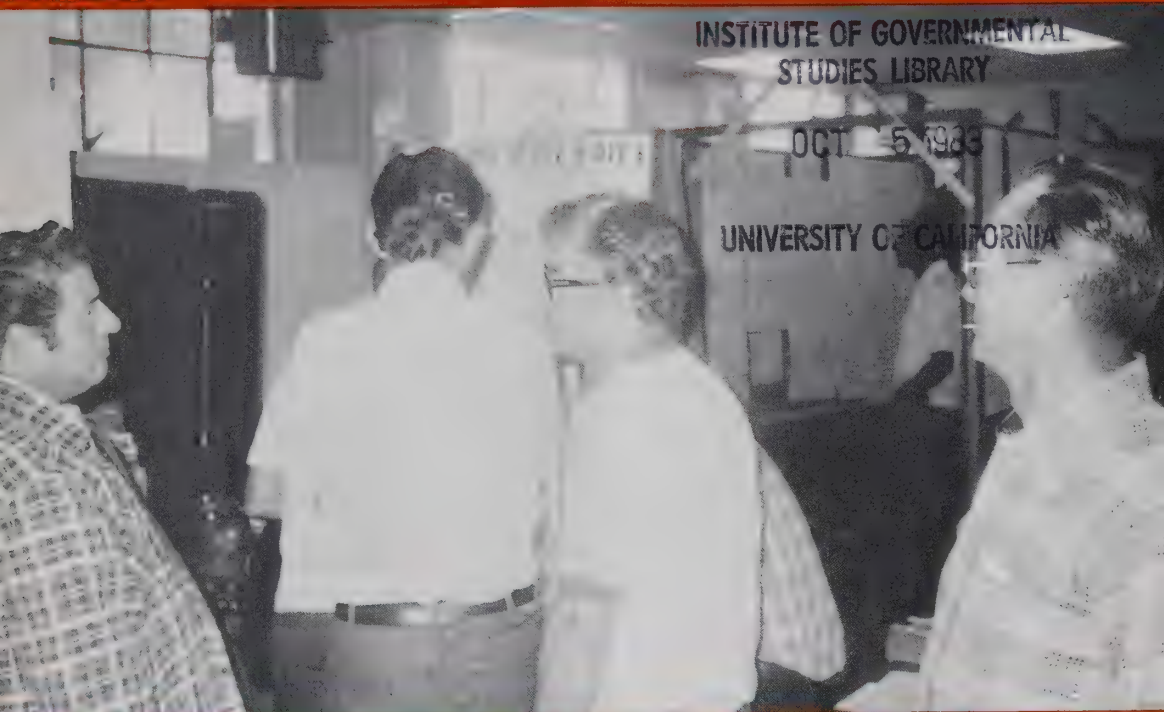
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V. 26, NO. 3
Sept. 1983

Vol. 26, No. 3

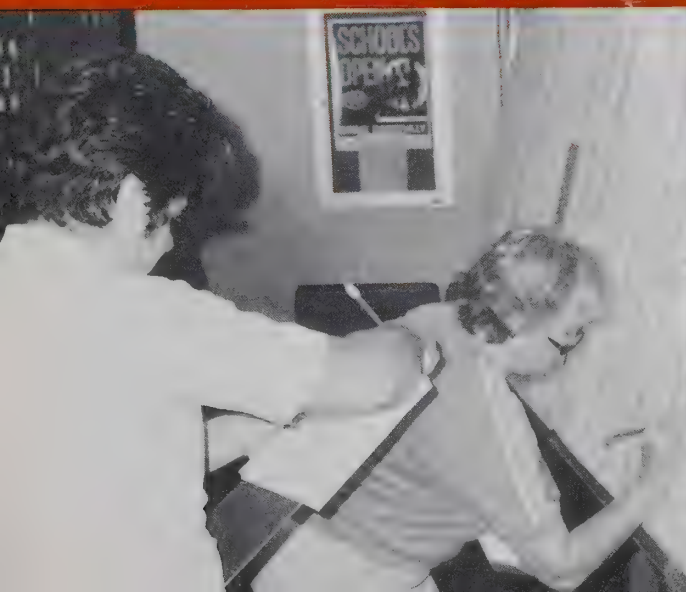
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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



Driver sign-up: meeting, greeting, making choices



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Write



I wish to commend two drivers for their efforts in helping me to use your lift-equipped buses.

The first driver, *Larry Young*, phoned Central Dispatch to replace a bus with a malfunctioning lift. I wish to thank Mr. Young for his patience and for keeping his non-lift-using passengers' anxiety to a minimum. He is well known in the Pinole-Hercules area for his willingness to help out and to be courteous.

When Driver *Michael Orona* deployed the lift in El Cerrito, the lift's position made my exit precarious. He jumped off the bus and stood in front of me so my wheel chair would not tip.

Anne Kesti
Pinole

* * *

His (*S. L. Bonilla's*) courtesy and concern toward a blind student were a joy to see. Would that more people and drivers were so considerate.

Joseph A. Biller
El Cerrito

* * *

This morning I boarded a #33 Oakland Express at Shattuck and University. The driver (*M. R. Haney*) was one of your best.

A middle-aged man with severe mobility problems boarded — and later off-loaded — while I was a passenger. The operator showed a rare combination of understanding, courtesy, and patience — a good example for anyone to follow.

Paul Magilligan
Berkeley

I have a \$4 pass. Am a Senior Citizen 85 years of age. Enjoy riding the bus. Have no complaints, maybe a suggestion or two.

As a frequent rider I have learned to observe your drivers.

Some drivers will not allow smoking or card playing.

Some drivers will not allow eating or drinking. They won't even allow people to get on the bus with open cans, cones, potato chips, etc.

Some bus drivers insist on the elderly having a seat in the front, where seats are provided for them, and that's very nice.

Some bus drivers insist on seeing proper identification cards for all ages. This is fine if all drivers would insist on checking them.

That's my only suggestion.

Gladys Shorley
Oakland

* * *

In regards article on streetcar stamps in July-August issue:

The idea for the four streetcar stamps was originated by (me). It was submitted to USPS on June 13, 1979. In Jan., '81, my artist wife Marilyn submitted ink-line sketches.

It took four years of hard work and over 10,000 petition signatures to convince USPS. The stamps will be on sale Oct. 3rd.

The St. Charles is the world's oldest continuously operating streetcar line.

Robert W. Everett, Jr.
New Orleans

Drivers and District sign contract

A new three-year labor agreement between AC Transit and Amalgamated Transit Union Local 192 — the first in District history to fail to win the Board's unanimous assent — was approved, five-to-two, by Directors August 24.

"It would be fair to state that this labor agreement is accepted by the Directors with some reluctance," said Board President *Michael H. Fajans*.

"AC Transit will have to make further gains to remain competitive with the automobile in the coming years — and to be competitive also, in terms of operating costs, with others seeking to operate transit service in surrounding, outlying areas.

"Our budget situation remains critical today," Fajans continued, "and the prospects for the future are not good. Only a limited amount of monies are available from regional, state and federal sources to supplement the riders' contribution to the cost of transit operations.

"The provisions of this contract, which does freeze wages for the first year, are but another step in our urgent effort to hold down operating costs."

Similar sentiments were voiced by other members of the Board, who stressed concerns about a lack of funding to cover operational costs at present and projected levels — and about the continued uncertainty of AC Transit's financial supports.

Directors *William E. Berk* of Richmond and *William J. Bettencourt* of San Leandro cast the dissenting votes, with Bettencourt stating: "I'm voting 'No' to underscore the gravity of AC Transit's financial situation. This pact, in its present form, means a deficit this year and in coming years; and, as I see it, neither side has won."

The labor agreement was reached after nearly four months of negotiations. Its acceptance was recommended by the District's negotiators, who noted that the union bargainers had made some concessions, indicating an initial awareness of

the District's need to hold down operating costs.

"We set out to hold the line on labor costs," said *Daniel P. Ready, Jr.*, management's chief negotiator. "And we accomplished that to a considerable extent."

The labor compact follows long-term efforts by the District to maximize use of every available transit dollar. These include:

- A reduction in force in mid-1982 to help balance an over-stretched budget by trimming nearly 150 employees, both management and union.

- A series of fare increases resulting in an adult rate of 60¢ — 140 percent higher than such fares in 1978.

- Consolidation of bus routes — and curtailment of some lightly-used trips — to maximize service levels without adding to operating costs.

- Acquisition of new coaches to achieve greater efficiency and reliability in the District's aging bus fleet.

"Every District employee — salaried and union — has to understand that our continued survival and success depends on reducing costs," Fajans said.

"We must achieve further gains in terms of productivity, in terms of realizing maximum benefit from the most modern technology, and in terms of exploring innovative concepts that will help hold overall labor costs down."

THE COVER — The annual District-wide sign-up brought management and drivers together at Emeryville Division in late summer. The business at hand: selection by operators of their "runs" and divisions, with seniority reigning. The three-day event began August 20. Since it occurs only once a year, the sign-up provides an opportunity for employees who do not regularly have contact to say hello and talk shop over a leisurely cup of coffee. Individual division sign-ups are conducted quarterly.

RUCUS sounds funny, means much more

Beginning with the December Sign-up, all District employees involved in putting the service on the streets will become intimately familiar with RUCUS, the automated process of run-cutting and scheduling.

For months, schedulers have invested a significant portion of their efforts in entering Schedules Department data into the computer, while data processing experts have been refining computer programs that will replace the long-familiar, manual run-cutting process. The RUCUS system not only will produce the actual schedules of all District service, it also will apply the parameters of the labor agreement to 'cut' the scheduled service efficiently into units of work performed by individual drivers.

Some early products of AC Transit's RUCUS operation are already in use — for example, current drivers' paddles and working schedules. But at present, much of the work of designing bus service — particularly the statistical studies aimed at increasing productivity — is performed manually, as it has been for decades.

This month, schedulers and data processing personnel are preparing for an automated run-cut for the December sign-up that will parallel the manually-produced sign-up posted in the Divisions every quarter.

"In the automated version, there are some important differences which will prompt AC Transit to think in new ways," according to *Bob Berry*, administrator of RUCUS Scheduling/Transportation Management Information System.

Cut-and-piece

For example, up until now, schedulers have manually recut runs to accommodate service changes, recutting only that particular bus route and unit of work. The result of their effort was then 'pieced' into the existing schedules for the Division from which the run operated.

Using RUCUS, the schedulers will be recutting all runs on all bus lines in each Division for each sign-up — not just taking a 'band-aid' approach to service modification and updating. And, Berry notes, the schedulers are armed with the most sophisticated system available. It's capable of computing the cost-per-driver-per-hour for each run (or projected run, if they're just trying out an idea) and then extrapolating that information to generate annualized cost of the service — by type of run, by division, or even system-wide.

(Continued on Page 5)

Revamping 'runs' by RUCUS

NEW TOOL — The job's the same, but Senior Schedule Analyst Gary Ward (right) now uses a computer to generate schedules and other information required to operate and evaluate bus service.



Sessions air mutual concerns re access

In a move to create a better climate of understanding between disabled persons and bus drivers, AC Transit has launched a series of joint meetings to exchange information and share ideas on "ACcessible Transit."

The first get-together under the new program was held during the summer, with additional meetings scheduled this fall and winter.

At the discussion sessions, handicapped riders explain their needs and expectations while drivers talk of their concerns and the capabilities of the bus system.

The meetings are held at AC Transit's divisional yards, providing first-hand exposure to actual operations and day-to-day challenges of a public transit system which serves a huge, highly diverse

urban and suburban populace.

The face-to-face meetings "have been very helpful in relieving anxieties of both the drivers and these special riders," says *Carol Weinstein*, AC Transit's coordinator for accessibility.

"In upcoming sessions we are including supervisors, instructors and other management personnel, as well as union representatives from maintenance and operations," says Weinstein.

"This is part of our total package to make the service successful both in terms of the persons who need to use the equipment and of the driver who is responsible for providing access," she stressed. "We feel this part of the whole program will help in creating a better understanding among all concerned."

Computerized scheduling offers efficiency, better statistics

(Continued)

When a scheduler tests a possible run-cut in the system, it automatically weighs that proposal against hundreds of parameters — everything from drivers' wages to operating days to overhead costs. This gives a clear picture of the impact on scheduled service and on total operating costs. In using this tool, of course, the scheduler's goal is to maximize service while minimizing operating cost.

Maximizing benefits

"We've done a lot of work to develop a valuable new tool for AC Transit," Berry states. "And now we'll have to learn how to use it to best advantage.

"To reap maximum benefit, RUCUS, Scheduling and Transportation are launching a massive internal educational effort," Berry said. "Everyone — the drivers, the dispatchers and division clerks, the timekeepers, the planners, the schedulers — will have all the information they're accustomed to, but it will be in new forms and formats."

One example Berry noted is a new system for numbering runs: in RUCUS, all runs will be designated by four digits — the first indicating the Division from which it operates, and the other three indicating the number of that run only.

The only purpose of the new synopsis will be to tell the driver his route, his pay, and the time he goes to work and gets off work. Other current uses of the synopsis — particularly the time-consuming manual generation of statistical information — will be done automatically. And, Berry says, the quarterly Statistical Analysis of Service will be computed and printed before the sign-ups go into effect, not afterwards as at present.

"When we put our first automated run-cut on the street, it won't be the best possible product," Berry notes. "But it'll be good — very good.

"We will have accurate, detailed information and, for the first time, the means of manipulating all that information to refine the service and make it even more productive in future sign-ups."

Andrew Phillips enters Leisure-living status Following 42-year tenure



WRAPPING-UP — Labor Relations Representative Andrew W. Phillips clears his desk before winding up 42 years of transit service, which began with Key System April 28, 1941. He served as motor coach operator, dispatcher, chief dispatcher and chief clerk before joining Personnel in 1977. Phillips and wife Evelyn were honored at a dinner.

Old farebox finds new role

Another surplus AC Transit farebox will assume a different role soon — as a donation-collection receptacle for a newly-created museum located in the old Niles Depot in Fremont.

As the surplus farebox undergoes its identity change, so does the entire 1904 depot, which has been saved from being demolished by a citizens group which acquired it for a museum of transportation and railroading. With aid from the City of Fremont the museum-backers moved the colorful old building to a city park.

Exhibits will center on transit matters associated with Southern Alameda County, particularly Niles itself.

Summer safe-driving stats

All divisions met the monthly safety goal (i.e., averaging at least 13,250 miles per accident) during the months of July and August.

The figures for July show Newark Division averaging 46,702 miles per mishap; Seminary, 14,477; Emeryville, 13,901; and Richmond, 13,414. During that period, District drivers as a whole logged 2,475,085 service miles.

In the August tallies, Newark's average was 44,174 miles per accident; Emeryville's, 16,699; Seminary's, 14,877; and Richmond's, 14,072. District total for the month was 2,645,027 service miles.

Display notes Key System date

Transit buffs are encouraged to make a Berkeley "stage stop" during the late fall, a period which marks the 80th anniversary of the launching in that city of Key Route electric trains.

The "stop" is Wells Fargo Bank, Shattuck & Center Streets, which opens a display, on October 24, of historic photos tied to East Bay transit history.

Death claims three retirees

Three retired transportation veterans died during the summer months.

Charles W. McMillan, 60, who had been a driver for 19 years at the time of his retirement in 1978, died July 17 in Louisiana. Before completing his period of service, he worked out of Emeryville Division.

McMillan is survived by his widow, Thula.

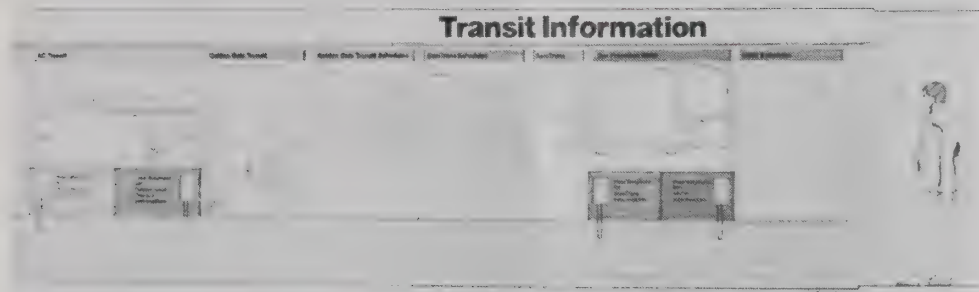
Robert M. Detloff, 71, who closed his career as Seminary Division superintendent at retirement in 1973, died August 17. His period of service spanned 31 years.

A resident of El Cerrito, Detloff leaves his widow, Clara, and a daughter, Sandra Miller.

Louis O. Alward, 84, who was a schedule analyst at the time he retired after 39 years of service in 1965, died August 24 in Oakland. Survivors include a sister, Blanch I. Follrath.

FOCUS: Transit People and Projects

LEGISLATIVE INPUT — Assemblyman Johann Klehs (D-San Leandro) exchanges views with AC Transit Director William J. Bettencourt (right) following the freshman legislator's address to the Board last month. Klehs, who authored the newly-enacted legislation bringing the District's election rules into line with the Uniform District Elections Law, urged Directors to continue close contacts with Sacramento.



NEW TRAVELERS' AID — Principal elements of a new Bay Area-wide transit information effort are nearly ready for installation in the Transbay Transit Terminal in San Francisco. As indicated in this artist's rendering, this initial regional Transit Information Center will include large, easy-to-read adaptations of existing route maps. Alongside, there will be charts outlining days and hours of operation and frequency of service of AC Transit, SamTrans, San Francisco MUNI and Golden Gate Transit bus routes. The pilot installation also will include "How to ride..." information describing all other major public transit systems in the Bay Area and toll-free phone service from the Terminal to the Telephone Information Centers of some systems. AC Transit spearheaded development of this information display concept for the Regional Transit Association, which plans expansion of the effort: repeating appropriate segments of this Center on walls and in kiosks in other major inter-system connection points throughout the Bay Area.



Actions of the Board

At an adjourned regular meeting August 24, the Board of Directors:

- Approved donation of surplus farebox to Niles Depot Historical Foundation, on motion of Director Nakadegawa.

- Convened public hearing to receive comment on three grant applications to be submitted to Urban Mass Transportation Administration.

- Approved agreement with Division 192, Amalgamated Transit Union, on motion of Director Rinehart (see story, pg. 3).

Retirement round-up

- **Wayne J. Barker**, Driver, Seminary Division, 31 years.
- **Gerard P. Dutil**, Driver, Newark Division, 21 years.
- **Donald C. Grigsby**, Driver, Newark Division, 20 years.
- **Andrew E. Phillips**, Labor Relations Representative, Personnel, 42 years.
- **Manuel L. Ramos**, Mechanic AA, Emeryville Division, 38 years.
- **Lenore A. Williams**, Driver, Seminary Division, 32 years.

Transit-Times

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9

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



*Uniting people
To help people*

Our 'Stockholders' Write



I wish to commend Driver *Norman Grant* for services beyond the call of duty.

I was on an 83 bus coming in from San Leandro, and I have never had a more helpful, courteous driver. He helped an elderly lady with a wheel chair, he helped people with baby carriages, and was most helpful and polite to all the passengers.

It is a pleasure to meet such a nice driver; he is to be highly commended.

Nettie Weiss
Oakland

* * *

When I got aboard bus #1225 at Milvia and University Avenue, there were two passengers in wheel chairs on the bus. Before I got off the bus, the driver (*Cecile Chiles*) had to let both of the young men off. This note is to say her attitude and demeanor was that of a lady. It was also a time when the lifts and stairs operated fairly well.

This note is to say "hurrah" for the driver (and I guess for the maintenance crew).

N. Green
East Bay

* * *

I want to tell you about a very polite bus driver (*Luther Benn*). He waited at the intersection of Park & Santa Clara to pick up a young girl and senior citizen after the 64 bus signalled him. I sure appreciate most of Alameda bus drivers.

Lillian Hoffman
Alameda

We who ride the 51 Line in Alameda (in the early a.m.) certainly appreciate the days *Tom Coffland* is on duty. He is always on time, he never has us miss our other bus connections, he is a very reliable and stable person. Morale is great. Passengers are eager and happy to see him.

Jean Margot
Alameda

* * *

I have found most AC drivers to be courteous and efficient, but I found Miss *Carolyn Sanford* to be absolutely the best all-around AC driver in my experience: efficient, courteous, kind, friendly and assertive. She was in complete control of the bus and the passengers and obviously could and would handle anything.

Miss Sanford is to be very highly commended for doing an excellent job.

Mrs. C. Davis
Alameda

* * *

We are regular passengers of "J" bus line that leaves El Cerrito BART Station at approximately 5:48 p.m. every day.

We would like to let AC management know that we have nothing but praise for our regular operator, *Mr. Otis Braggens*. He is very friendly, courteous and very solicitous of his passengers.

For us, he is the best driver we ever had.

Signed by
25 passengers

Kimball appointed General Manager

AC Transit's Board of Directors has appointed *L. A. "Kim" Kimball* as General Manager following an eight-month, nationwide search. He assumes his new duties November 1 after serving as Executive Director/General Manager of Denver's Regional Transportation District.

In announcing Kimball's appointment, Board of Directors President *Michael H. Fajans* said, "We considered many outstanding candidates — from within as well as outside the District — and we selected Mr. Kimball as best suited to provide the effective leadership needed in meeting the challenges of coming years."

Transit pro

Kimball's extensive background in public transit includes a position as Deputy Administrator and Administrator for the State of Maryland, Department of Transportation, where he served from November, 1974, through September, 1981. This preceded his appointment to the top job in Denver.

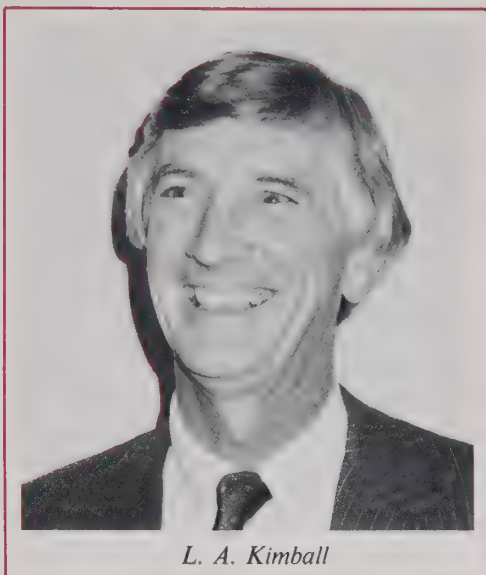
Kimball is known in the East Bay through two earlier positions — as BART Assistant General Manager, Administration; and as City Manager, Walnut Creek.

An active member of the American Public Transit Association (APTA), Kimball has served as Chairman of the Federal Procedures Subcommittee; been a member of the Board of Directors and Executive Committee; the Government Affairs and Legislative Steering Committee; and also served as APTA Vice-President, Marketing.

Number five

Kimball becomes the fifth General Manager to serve the District since its formation in 1958. He takes over from *Robert E. Nisbet*, General Manager since 1978, who is retiring after nearly 28 years of public transit service.

Other General Managers have been



L. A. Kimball

Alan L. Bingham (1967-78), *Kenneth F. Hensel* (1962-67), and *John R. Worthington* (1958-1962).

A native of Marysville, Kimball is a graduate of the University of California, Berkeley.

In announcing to employees the appointment of the District's new chief executive officer, Fajans summarized Kimball's record as indicative of "his ability to keep AC Transit at the forefront of our nation's public transit agencies".

"We feel the selection of Mr. Kimball forecasts a bright future for all of us at AC Transit," Fajans concluded, "And we extend to him our warmest and sincerest welcome and congratulations."

THE COVER — Oakland Invader Kevin Shea helped bring an employee committee together to plan this year's United Way campaign. He is shown, (top photo, third from left, front row) with committee members and (bottom photo) exchanging both sports and fund-raising stats with General Manager Robert E. Nisbet, right, and Al C. Johnson, Local 192 President.

Gillig gets nod for 134 District buses

A Hayward bus manufacturer received a contract on September 29 to build some 134 new coaches for the District. This is the second time AC Transit has done business with the East Bay firm. In 1982, Gillig won a contract to furnish 142 buses to the District — coaches now in service to East Bay bus riders.

Gillig was one of four manufacturers to submit bids earlier this year on this latest procurement. Award of this contract was voted by District Directors last March, but then was delayed by challenges.

Now, after considerable four-way discussion concerning the challenges — among AC Transit, Flyer, Gillig, and the Federal Urban Mass Transportation Administration (UMTA), which funds 80 percent of the purchase price — the controversy has been settled, according to General Manager Robert E. Nisbet.

At the Board meeting at which the contract signing was approved, Directors were told that the Flyer bid had expired, thereby making Gillig's bid the lowest. That fact enabled officials of AC Transit and Gillig to sign the contract.

An initial dollar-saving benefit realized in the earlier purchase resulted from the close proximity of the assembly line and District operating yards. The savings in delivery charges (since the buses tra-



DEAL SEALED — General Manager Robert E. Nisbet signs contract under which Gillig Corporation of Hayward, represented here by Vice President John Oliveira, will furnish some 134 new District buses, with deliveries to begin about the middle of 1984.

velled only a few miles), multiplied by the total order, added up to nearly the purchase price of an additional bus.

The \$20 million contract will provide continued employment on the Hayward assembly line. Construction of new buses just ordered (similar to the Gillig coaches presently in use) is scheduled to begin next March — with deliveries in mid-1984.

Revised forecast indicates some easing of dollar dilemma

Revised operating costs for the current fiscal year, 1983-84, presented to the Board of Directors October 19, forecast a "nearly balanced budget."

The projected expenses and estimated income for AC Transit indicate a deficit of \$139,000 for District I operations (service in the area extending from Richmond and San Pablo on the north through Hayward on the south).

A deficit of \$1,064,000 for District 2 (Fremont and Newark) was forecast in

the budget report. However, available reserve funds restricted for District 2 operations could be used to offset this amount, *Nat Gage*, assistant general manager for finance, told the Board.

The new projections are markedly lower than the \$3.5 million deficit forecast for District 1 this spring. The lower deficits are the result of "labor negotiations, and some continuing reductions in operating costs," according

(Continued on page 6)

Long or tall? Bus styles weighed

Extra-height or extra-length is an issue AC Transit has been studying in connection with present and future needs for high-capacity coaches for use in heavily traveled corridors.

A staff recommendation to the Board of Directors at the October 7 meeting of the policy-makers indicates that — for the time being, at least — the District would be better advised to opt for extra-length over the double-deck configuration.

The staff report suggested possible purchase of an additional 34 articulated buses on the basis of their extra capacity and operational expense saving. Currently, AC Transit has 30 articulated buses in revenue service.

The staff recommendation was based on four advantages of articulated buses over double deck coaches. Factors influencing the recommendation were:

- Vertical clearance problems could be created by double-deck coaches which are commonly fourteen feet in height, as opposed to the height of less than ten feet of articulated models. Overhead wires, tree limbs and bridge clearances present difficulties for double deckers.

- Current maintenance and service facilities at the divisional operating yards are better able to handle articulated coaches than their taller counterparts.

- Loading and unloading of double-deck buses is hampered by the internal stairway leading to the second level.

- Security monitoring of the upper deck of two-level coaches is more difficult for bus drivers.

The Board directed staff to expand its evaluation of the articulated coaches to determine possible passenger reaction on lines where the expanded-length buses might be used.

The life-giving gift



LIQUID ASSET — AC Transit Personnel Analyst Henry Arrington was one of many District employees who volunteered to give during a blood drive centered at the Downtown Oakland General Offices in mid-October. Monitoring Arrington's donation is Judy Dybervik from the Blood Bank of the Alameda-Contra Costa Medical Association.



WEIGHING CHOICES — For today's commuters and the new riders expected from near-future population and job expansion foreseen in the East Bay, AC Transit is seeking a diversified fleet, particularly high-capacity alternatives. Articulated buses have been part of the fleet for several years, but the double-decker is a newer possibility, roadtested here last spring.

Getting involved

Student cited for aiding elderly rider, foiling theft

A UC Berkeley biochemistry student's quick action to assist a fellow bus rider was recognized in a community service citation awarded by AC Transit's Board of Directors late last month.

Kevin Cahill, 20, a passenger on a Berkeley-bound bus one August afternoon, came to the aid of a senior citizen who was being victimized by a young thief.

When the elderly lady was attempting to board the bus, the would-be purse snatcher grabbed her wallet. Bus Driver *Henry J. Aguirre* immediately set his parking brake and went to the lady's assistance — but by that time, Cahill had already jumped off the bus to give chase.

The thief eventually eluded the two men, but not before dropping the wallet which was recovered intact.

"It's unfortunate that while waiting for police assistance, Mr. Cahill was made the butt of uncomplimentary comments by other bus riders irritated by the delay," commented *Chuck Lacy*, AC Transit security coordinator.

"Had any of the critics been the victim of this incident, I believe they — like AC Transit and the lady involved — would appreciate the fact that Mr. Cahill did get involved, and at his own personal risk," Lacy added.

Other recent recipients of this rarely-



CONSCIENTIOUS CONCERN — Cal's *Kevin Cahill* accepts commendatory plaque for his community service deed for a fellow bus-rider from *Michael H. Fajans*, president of AC Transit's Board of Directors.

awarded recognition include Driver *William R. Benedict*, who saved a rider's life by rushing him to a hospital late last year, and *Earnest L. Harper* and *Mike Movessian*, also drivers, who were honored for assisting endangered citizens in 1976.

Pared deficits pointed up by newest 1983-84 budget projections

(Continued)

to Gage. He cited the contract agreement reached in August between AC Transit and the Union as being instrumental in easing the expected financial shortfall.

Gage cautioned the Board of Directors, however, that cost estimates were based on trends in recent months, which reflected a substantial decrease in inflation. An upward trend in inflation during the balance of the fiscal year, or any reduction in the expected federal, State, regional or local funding, would impact

the projected operating deficits.

AC Transit's current projections call for operating expenditures of approximately \$85 million in District 1 this year, and a budget of \$6.5 million in District 2 for 1983-84.

Operating expenses for BART Express, East Contra Costa County, and West Contra Costa County services are reimbursed to AC Transit, Gage pointed out, and do not affect the projected deficits for District 1 and District 2.

FOCUS: Transit People and Projects

Information outreach



RIDER ASSISTANCE — AC Transit's Doyle Dewberry counseled present and potential bus travelers as to bus route and schedule details during the Newark Days Community Information Faire held in late September. Newark resident Martha Lang and two unidentified youngsters were among those who stopped by AC Transit's well-stocked exhibit of informational materials (inset, left).



COACH ENROLLS — An AC Transit bus has entered College of Alameda. Delivery of the coach — to become a teaching aid for the Basic Diesel Maintenance Training Program — was made this month, receiving a welcome from Instructor Vic Carranza (left). On hand representing AC Transit were Keith Steckly, Maintenance (center) and Driver Dave Herman. The 40-foot coach will be on loan as one example of AC Transit and Peralta Community College District cooperation in providing career advancement opportunities for District employees.



Actions of the Board

At an adjourned regular meeting September 7, the Board of Directors:

- Scheduled September 28 public hearing relating to federal grant proposal, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting September 28, the Board of Directors:

- Authorized travel of additional representatives to APTA Annual Conference in Denver, on motion of Director Rinehart.

- Authorized contract with Gillig Corporation for furnishing 134 new buses (see story, pg. 4).

- Adopted "Plan for Utilization of Small Businesses Owned and Controlled by Disadvantaged Individuals and by Women", on motion of Director Bettencourt.

* * *

At an adjourned regular meeting October 7, the Board of Directors:

- Approved series of schedule and route changes on Lines 64, 82, 90, 91, 92, 93, and 93A for implementation December 11, 1983, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting October 13, the Board of Directors:

- Appointed L.A. Kimball to the position of General Manager, on motion of Director Bettencourt (see story, pg. 3).

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9

Safe-driving averages tallied

Three divisions met September's safety goal of averaging at least 13,500 miles per accident.

Newark Division drivers were tops in the month's tally, averaging 38,167 miles per mishap. Seminary's record was 17,680 miles; Richmond's, 13,603.

AC Transit's fleet of buses traveled 2,596,435 miles during the month.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



Holiday coaches roll again



Season's Greetings

Our 'Stockholders' Write



For some time I have had the pleasure to have *Gwen Hale* as driver on the bus from San Francisco to Oakland. She is a perfect driver, very safe, very polite, informative and helpful to your customers.

She always has a friendly greeting; with her, we are on time out of the depot in S.F. and on time home.

Antonia-Maria Darling
Oakland

* * *

My husband and I are senior citizens, have no car, ride your buses a lot, and always are treated very nicely. Last week was especially very nice, as I had two heavy shopping bags and was having a time getting on the bus. So the driver (*Roger E. Lewis*) jumped out of his seat and helped me so nicely. Also, my husband walks with a cane and many times the drivers pulled to the curb, making it easier for him to get on and off.

Mrs. J. C. Baird
Oakland

* * *

On three occasions within several months I have ridden the bus driven by *Walter E. Hill*, whose name I requested due to his constant courtesy to passengers and excellent application to detail such as timing, careful driving through heavy traffic, and demanding respect from passengers (radios silent, no smoking, etc.).

I particularly noted Mr. Hill aiding a young mother with her baby cart, which she was trying to lift off the bus.

Melba M. Coveney
Oakland

This is to express a San Franciscan's appreciation of one of your drivers (*Vicki Marlin*). It is my hope that others follow her courteous treatment of passengers.

Jack Marks
San Francisco

* * *

Your service has always been excellent, and in 40 or 50 years of riding the bus (I) do not think I ever complained before.

I phoned AC twice and was informed the #18 bus runs every 15 minutes, but the one before the one I rode never came. Another lady waiting for the bus commented to me that she wondered what happened to the previous bus that never came. Had it arrived, my transfer would be more than OK, as I told the driver when he said (the) transfer was no good. (I) also told him I had no money for another fare, as my job expired in May.

Thank you for taking the time to let me know the outcome of this matter.

Mrs. Patricia Malloy
East Bay

(Ed. Note: Your experience encompasses important matters of ongoing concern: maintaining time-schedules and defining the degree of individual discretion to allow drivers in cases of technically expired transfers which passengers say are tied to no-show buses. Please be assured that the matters noted are under study in three separate areas of AC Transit: Transportation, Schedules, and Training.)

JAN 9 1984

Formula for successful '84: Quality service, rider support

To all those who have helped make AC Transit a success during the last year, I would like to express my personal thanks and extend best wishes for a happy and productive 1984.

It is important, approaching the new year, to remind ourselves of the factors that make AC Transit a leader in the industry — and of what it takes to keep the District at the forefront in the future.

Our success is directly dependent on our employees — an outstanding workforce. The dedication brought to the job by the District's workers, union and non-union, goes far to rank us among the outstanding transit systems in the country. And as individuals, we must continue our commitment to provide quality service in 1984 and coming years.

Such dedication has received recognition in years past — here and across the nation. Beginning in 1984, we here at home will be paying even more attention to this vital factor through a structured Employee Recognition Program designed to provide greater public acknowledgement of the exemplary employees who keep the District moving.

The local and national respect accorded AC Transit also results from leadership provided by our Board of Directors and their resolve to address the needs of the public. Their decisions determine our direction; in charting the District's successful course, the Board is to be commended.

Most importantly: let us remember the "Thank You" that is in order to our passengers, who, through their support of public transit, have helped maintain and improve the quality of life in the communities we serve.

Our riders are the reason we are here; their patronage is deserving of our sincere appreciation. And their continued patronage marks the key to our survival and success. Our future depends on our ability to provide the transportation services they need and want.

I feel very hopeful about 1984. If we rededicate ourselves to making AC Transit's record of performance an outstanding one, our joint efforts can make 1984 an outstanding benchmark in AC Transit history.



L.A. Kimball
General Manager

Vying for contracts is key issue

Increased competition for service contracts is stimulating discussion, among both management and union, as to how best to organize and utilize District resources — equipment, facilities, and drivers — to operate economically in outlying communities.

Certain cold facts are behind AC Transit's heightened concern. Last year, in bidding to continue bus business in central Contra Costa County, the District had to bow to lower wage rates prevailing in that area. Next year, fixed-route 'Tri Delta Transit' service in eastern Contra Costa will be taken over by another contractor, again paying lower wage rates.

Will AC Transit continue to wane in all but the heavily-populated urban East Bay area? This question is of even more immediate relevance because of concern about BART Express bus contract service.

"We believe we can be competitive in contract service in the years to come — and that begins with BART Express service," says General Manager *L. A. Kimball*.

But, he stresses, success will be contingent upon rethinking certain concepts, including narrow job classifications and inflexible pay rates which don't rec-

ognize the difference between operating service in suburban areas and on heavily-traveled city streets.

"It's a matter of grave concern to AC Transit that we be competitive if we have to bid against others for the BART Express service contract, and that means minimizing all expenses of operating this service — particularly the cost of labor, which is the largest single expense," according to Kimball.

"What's important from our viewpoint," he added, "is establishment of internal guidelines for formulating competitive contract proposals in the years to come."

Though not matters for the bargaining table, other factors relating to the two different kinds of bus service can be expected to come under close scrutiny in coming months.

The District will continue to press for small, efficient, economical coaches better tailored to suburban usage; and it may begin rethinking the location and lay-out of facilities for outlying service areas — perhaps creating 'mini-divisions' from which scaled-down coaches would disperse to meet the unique schedule, ridership, and terrain demands of suburban service.

Trim-and-improve program wins praise

According to expert outside assessment, AC Transit's long, ongoing campaign to trim costs and improve productivity has paid off in the form of specific, impressive dollar figures.

A report issued recently by Deloitte Haskins & Sells, the District's independent auditors, summed up the achievement in these words:

"Increases in efficiency have allowed AC Transit to reallocate \$2.5 million previously expended for administrative purposes to operations, and, additionally, they have been able to reduce the amount of federal, state, and local taxes used for operations by \$5.6 million."

Specific projects cited as significant are

AC Transit's new electronic fare collection equipment and computerized scheduling, claims processing, and personnel tracking systems.

Automating manual tasks brought administrative cost savings which then freed-up much needed dollars for operations. The shift to operations of some 70 former administrative/finance/personnel people is a key product of automation efforts since June, 1981.

Commenting on the laudatory 'report card', *Michael H. Fajans*, President of the Board of Directors, stated that the District would go forward in 1984 with a new maintenance and materials management information system.

Riders use new vehicle to communicate

Frank, fair, and concerned about their transit services, present and future.

This is the profile which seems to fit most all those AC Transit bus passengers who take the time and make the effort to communicate with the District.

Though accustomed to many telephone calls and letters — averaging some 700 per month over the last half-year — Customer Relations also processes such special incoming mail as that which is stimulated by the new passenger newsletter, which includes a pre-addressed return card by which bus-use maps, schedules, and information can be requested; general or specific complaints filed; and comments recorded.

Collecting comments

The most recent distribution of the quarterly "Passenger Lines", in October, produced a fairly typical range of returned cards. The things that were on passengers' minds included a general range of suggested route and schedule changes (always valuable input for service planners); requests for the Local Monthly Pass to be useable, with payment of added fare, for Transbay trips; interest in an AC/BART joint pass; driver commendations; and complaints ranging from being passed-up at bus stops, to commute-hour crowding, to the readability of coach head-signs; to the comfort of bus seats; to the selfishness of some fellow passengers in failing to yield designated seating to the elderly and handicapped.

Varying views

Some passenger return-card comments are swift and succinct: "Appreciate your good services" ... "Maybe you can have a little cleaner buses" ... "Books of \$.60 tickets for Transbay seniors going to S.F."

Some passengers attach page-length, thoughtful communications showing

conscientious concern.

"First of all, do you think it would be possible for drivers to announce major stops on their routes? Some drivers do this for their blind passengers, but I think everyone benefits from this practice. Also, is there any policy on where a coach stops? Some stop out in the lane of traffic, some pull up to the curb, and some pull to the curb near the bus sign. If not, I recommend the lattermost procedure: to pull up to the curb near the bus sign. I'm sure handicapped and elderly passengers would appreciate this very much..."

Processing of these cards includes mailing specified materials, plus sending individual replies, if requested.



Fall brings harvest of drivers ho

"Expect the unexpected"

"Keep your mind on the job"



JUST REWARD — Manuel P. "Paul" Mendes received his 25-Year Safe Driving Award October 31 at Newark Division, receiving congratulations from Superintendent L. L. McDonald. The native Hawaiian became a driver in 1957, transferring from Seminary to Newark 18 years later. He subscribes to the wisdom quoted above; and, with other rules of the road, it earned him the District's 48th such award.

33-Year Safe Driver Says, "Don't rush"

SAFETY FIRST — John Zorman is the first AC Transit operator to reach the 33-Year Safe Driving milestone. He reached this goal November 29, saying "I'm now working on 34!" Zorman was honored for his record-setting feat at General Office ceremonies December 14, at which time he received a commendatory resolution and plaque from the Board of Directors. In behind-the-wheel terms, his record represents having traveled more than a million miles and having carried an estimated two-and-a-half million passengers safely. Zorman became a driver in 1947, joining Seminary Division when it opened that year.



50th RECIPIENT — James C. Taylor offers the philosophy above as key to becoming a 25-Year Safe Driver. An operator since 1954, Taylor earned his first safety award the following year. He has spent his entire career (starting with AC Transit's predecessor) at Richmond Division. The Arkansas native offers this additional suggestion to drivers: "Don't get angry with your passengers. It won't help."

More for safety milestones

"You have to have patience"



DRIVING HABITS — Prudent patience marks the slogan contributing to Bernard C. Gurecki's 25-Year Safe Driving Award. An operator since 1956, he worked at Seminary Division before transferring to Newark in 1977. This New York City native likes to display fresh flowers on the dash as a gesture to passengers. Another Gurecki work habit is "always letting the other guy go first when driving."

During the fiscal year which ended in June, District drivers earned 1,059 individual safe driving awards (including 47 commendations for 20 or more accident-free years at the wheel) while registering more than 32 million miles in revenue service.

The year's District-wide safety statistics also showed that average miles between accidents increased again — up from 16,418 miles-per-mishap in FY 1982 to 16,600 this past period.

In the area of security, installation of more than 100 surveillance cameras was one of the tools applied to discourage anti-social behavior and vandalism on the buses. As a result of this and other measures, the District realized a 40% decrease in incidents on coaches during the past fiscal year.

Month's safety target hit

Newark Division led in the October safety statistics, its drivers having achieved an average of 28,980 miles per accident.

Seminary Division drivers tallied 16,195 miles per mishap, besting Richmond's average of 16,163 miles and Emeryville's 13,570 miles per accident.

The monthly goal against which driver safety performance was measured is 13,250 miles per accident.

More patrons to have eased access via Lifts, 'Kneelers'

Patrons in the San Leandro-Hayward area who have need for easy-access bus service will be able to take advantage of newly-offered wheelchair lift/'kneeler' boarding options beginning December 11 on Lines 93/93A.

This service is designed to give senior citizens and handicapped patrons new mobility within their communities via regular bus service. For those riders using wheelchairs or walkers, the accessible buses have elevator-like lifts for boarding and alighting. Another option is the 'kneeler' feature, which lowers the

front end of the coach, easing the rider's step upward for boarding.

Most Line 93/93A trips will offer accessible service seven days a week (the exceptions being some weekday commute-period runs). Not all stops, however, are served by the special-equipment buses. Stops deemed both convenient to and safe for use by handicapped riders are identified by a wide blue band on the pole and the handicapped symbol on the sign. That symbol also is prominently displayed on the front of all accessible buses.

FOCUS: Transit People and Projects



***SLICE OF LIFE** — Former General Manager Robert E. Nisbet cuts a piece of cake from the specially decorated pastry prepared for his last official Board of Directors meeting at the end of October. The surprise cake-break was a gesture of informal congratulations for more than a quarter-century of service in public transit. A formal retirement event is being planned in Nisbet's honor for mid-February, commemorating his long career as a transit advocate at the local, regional, state and national levels. As the District's first employee, Nisbet compiled the Transit District Law that now is part of California's Public Utilities Code. He was Attorney for the District for many years prior to being appointed General Manager in 1978.*

FOCUS: Transit People and Projects



LIFT TEST — AC Transit's Advisory Committee on Accessibility participated in recent test of wheelchair lift — part of an ongoing evaluation. New General Manager L. A. Kimball (dark glasses) took the opportunity to meet committee members, including (lower left) Steve Herber. District buses utilize two lift models, but the test here was of equipment used on Seattle coaches.

COMMITTEE KUDOS — Loren A. Ball, transportation manager, displays award for work on a committee, comprised of five transit professionals from across the country, which supplied San Francisco Municipal Railway with suggestions for improvements following a four-day evaluation. The Peer Group Accident Review Committee's recommendations covered hiring, training, incentive, and discipline procedures.



New information layout is launched

A colorful new guide to the Bay Area's public transit systems — and to San Francisco's cavernous Transbay Transit Terminal itself — was unveiled on the Mezzanine level of the site in mid-December. Regional Transit Association (RTA) Chairman Keith Bernard introduced the newly-installed, omnibus "Information Center" — the prototype lay-out in a program aimed at telling transit users how easy it is to get around the San Francisco Bay Area without a car.

The Information Center display is highly visible within the Transbay Terminal, a huge and potentially formidable landmark located at First and Mission Streets. The display contains such basics as getting around the building to use available transit systems, and this information is backed by RTA-developed signage throughout the Terminal.

The Information Center also includes detailed route maps and guides to all public transit networks in the region: the four systems serving the Terminal — AC Transit, Golden Gate Transit, SamTrans and San Francisco MUNI, plus BART, Santa Clara County Transit, the CALTRANS-operated Peninsula Train

and central Contra Costa's 'County Connection'.

How to walk from the Terminal to MUNI Metro and BART (the latter offering transfer connections to other regional systems in outlying areas) is explained in the information installation. A stroll from the site also offers access to many popular in-city destinations — the Financial District, Union Square, Embarcadero Center, and the Moscone Center, all of which are spot-lighted in a detailed downtown map.

Transit travelers will look to the information lay-out also for detailed descriptions of bus and train routes, operating hours and frequency of service, fare information, and other 'How to ride...' data.

AC Transit Marketing Manager *Mike Mills* spearheaded the project, planned as first of several. "This is an outstanding example of inter-agency coordination to encourage transit use," said General Manager *L. A. Kimball* of the joint efforts of RTA, Metropolitan Transportation Commission and CALTRANS, which operates the Terminal.

THE COVER — For passengers who've enjoyed in past years the cheery sight of a brightly decorated bus approaching their stop, the pleasure will be double this season. Launched into regular revenue service the day after Thanksgiving were a pair of holiday-brightened buses, their clean coats of paint and holly-and-elves decor provided by Maintenance personnel, including those seen posing with their handiwork in the top photo. In addition to carrying standard loads of passengers headed for work or school or shopping, the decorated buses participated in such November civic events as Oakland's Santa Parade and Grand Lighting Ceremony.

Volunteerism is honored



TOP VOLUNTEER — *Mike Curry* (right), Marketing, is congratulated on being named "Volunteer of the Year" by the American Cancer Society's Alameda County Unit. His 12 years of service have included organizing the unit's Communication Committee, and he's now in his second term as Nominating Committee Chairman.

New Employees

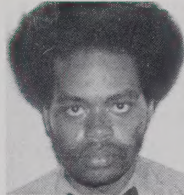
*AC Transit
welcomes these
new workers*



Phillip Aguilar
Maintenance
Emeryville



George Alexander
Transportation
Richmond



Willie Amos
Transportation
Seminary



Donald Cooper
Transportation
Seminary



Charles Duncan
Transportation
Seminary



Laverne Evans
Transportation
Richmond



Adonna Faulkner
Transportation
Emeryville



Viola Jones
Transportation
Richmond

The retirement round-up

• **Lawrence Brady**, Driver, Emeryville Division, 30 years.

• **Calvin Bryant, Jr.**, Driver, Emeryville Division, 21 years.

• **Louis Jones**, Driver, Seminary Division, 30 years.

• **Romeo S. Marsh**, Transportation Supervisor, 28 years.

• **Richard P. Pracht**, Driver,

Emeryville Division, 21 years.

• **John B. Purcell**, Driver, Richmond Division, 26 years.

• **Ronald S. Sunseri**, Driver, Newark Division, 17 years.

• **Allena M. Williams**, Senior Clerk-Lead (Time-Keeping), 39 years.

• **Eligie Williams**, Driver, Emeryville Division, 20 years.

AC Operators Stewart and Whitehouse meet deaths in November

November was marked by the untimely deaths of two AC Transit drivers with a combined service record of nearly 30 years.

Robert L. Stewart, 41, a driver for nearly 13 years, died November 8, in Pittsburg. He worked out of Richmond Division.

Stewart, a Pittsburg resident, is sur-

vived by his widow, Juanita, and daughter, Cristina.

James J. Whitehouse, 55, a 15-year veteran behind-the-wheel, died November 13 at his home in Hayward. He was a Seminary Division driver.

Whitehouse is survived by his mother, Martha L. Doyle.



Actions of the Board

At an adjourned regular meeting October 19, the Board of Directors:

- Adopted resolution authorizing contribution of monies derived from taxes and subsidies into certain "restricted" funds; awarded contract to Alarmex for Central Facility security system; approved revised operating budget, Fiscal Year 1983-84, for Districts 1 and 2 and for contract services, on motion of Director McDonnell.

SL/Castro Valley get new service

San Leandro-Castro Valley benefits from this month's Line 84 re-route providing service to Eden and Laurel Grove Hospitals.

The new route operates through an area previously without transit service, and is expected to be particularly helpful to hospital patients, employees, and visitors.



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Jim Lowe	Information Systems Director
Mike Mills	Marketing Manager
Warren E. Robinson	Transportation Engineer
John W. Rose, Jr.	Affirmative Action Coordinator

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COMMUNITY PROJECT — This attractive and functional bus shelter, an example of cooperation between the City of San Leandro and AC Transit was completed in late November in the Downtown Plaza Shopping Center. Built by Ronald Fisher Co., of Hayward, the structure provides protection from the elements for AC Transit patrons. The shelter was designed by members of the San Leandro City Staff.

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